



**Assistant Manager
Clothes and Collectibles Thrift Boutique**

Hours:	20 hours per week (with possibility of increase)
Salary:	\$21.00 per hour
Reports to:	Manager, Clothes and Collectibles Thrift Boutique

Mission and Vision

The mission of the West End Seniors' Network (WESN) is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

The vision of WESN is a Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

Background

Founded in 1979, WESN delivers a range of programs and services for older adults in the West End, Coal Harbour, Yaletown and Downtown neighbourhoods of Vancouver. WESN has over 900 members and three locations:

- Barclay Manor (1447 Barclay Street)
- Kay's Place (Denman Place Mall, 118-1030 Denman Street)
- Clothes and Collectibles Thrift Boutique (Denman Place Mall, 110-1030 Denman Street)

The Clothes and Collectibles Thrift Boutique provides both affordable, quality goods and volunteer and social opportunities. All proceeds fund WESN programs and services.

Job Summary

Under the direction of the Manager, the Assistant Manager oversees the day-to-day operations of Clothes and Collectibles, from promotion and receiving to the retail floor. Responsibilities include all implied duties of running Clothes and Collectibles in the absence of the Manager, including helping to lead a team of more than 20 volunteers to ensure the thrift boutique is both welcoming and profitable.

Duties and Responsibilities

Management and Operations

- Maintain a high level of customer service and satisfaction
- Maintain positive relationships with donors
- Operate the cash register and perform open/close and cash in/out procedures
- Maintain petty cash
- Maintain accurate financial records
- Receive, sort, price, stock and monitor inventory (and maintain appropriate related procedures)
- Oversee all aspects of merchandising, including shop layout, displays and signage, window features, and special promotional and sales events
- Appraise donations as required
- Assist with consigning/upcycling collectible and vintage items
- Keep the store clean and attractive
- Keep the storage area clean and organized
- Maintain strong working relationships and open communication with other businesses in the Denman Place Mall, mall management and other organizations
- Maintain awareness of safety and security for volunteers and customers
- Respond to phone and email inquiries
- Assist with website edits and with social media account management
- Support the Manager by consistently enforcing organization policies and procedures

Volunteer Coordination

- Screen volunteer applicants
- Train, supervise and support volunteers
- Schedule volunteer shifts
- Track volunteer statistics
- Assist with volunteer appreciation activities

Other Duties

- Attend regular volunteer team meetings and take meeting minutes
- Participate in WESN staff meetings
- Support WESN special events as necessary

Qualifications

Experience, Education and Training

- Experience in retail and sales

- Experience supervising and training staff and volunteers
- Experience with merchandise appraisal is an asset
- Personal experience as a volunteer is an asset
- Experience working with older adults with a range of physical capacities is an asset
- Experience in the not-for-profit sector is an asset

Abilities

- Proficient with computer programs, including Microsoft Office
- Excellent customer service skills
- Lead a team and delegate responsibilities
- Strong interpersonal and communication skills
- Work collaboratively with other WESN staff, programs and services
- Strong organizational and record keeping skills
- Promote teamwork and cooperation
- Assess quality and value of second-hand merchandise
- Handle cash and receipts effectively and accurately
- Present a professional and welcoming image to customers, volunteers and donors
- Handle stressful situations calmly
- Work efficiently in close quarters with others
- Stand for long period of time
- Lift bags and boxes up to 50 lbs.

Knowledge

- Effective retail display and sales practices
- Issues and challenges older adults may experience
- Current and emerging trends in consignment and upcycling

Conditions of Employment

- Satisfactory completion of a Criminal Record Check.
- Hours of work are flexible depending on operational requirements, but normal working hours are scheduled between 9:30 am to 7:00 pm, Monday to Saturday. Willingness to work evenings and weekends is essential.

How To Apply

Please email (in PDF format) your resume and cover letter to the Manager of the Clothes and Collectibles Thrift Boutique at clothes@wesn.ca by 4:30pm on Tuesday, April 23, 2019. Applications will be reviewed as they are received, and interviews will commence before the closing date and will be scheduled until the position is filled.

Only applicants invited for an interview will be contacted. No phone calls please.