



Position: Thrift Store Manager – Calgary

Mission

For over 45 years, WorldServe has specialized in transformational development. WorldServe Ministries exists to strengthen the persecuted church around the world in difficult areas. WorldServe focuses on International Church Planting with Bible Distribution, Leadership Development, Bible Training and Church Planter Support. Through partnerships with regional leaders, we lose our identity and facilitate local efforts of community transformation using Compassionate Aid, Orphanages, Micro-Business small loans, Children's Programming, Medical and Food Supplies and Humanitarian Aid.

General Description

As a Store Manager, you will be responsible for overseeing the daily operations of the store, ensuring smooth and efficient functioning. This position gives oversight to staff (promoting spiritual instruction and praying for staff and volunteers), and volunteers, all operational functions of thrift retail including internal fiscal management, human resources, receiving / sales process, customer service, and marketing while promoting organizational partnerships both locally and globally. The Store Manager is a vibrant, passionate individual with strong organizational qualities, heart for people, and a passion to maximize all resources in a competitive thrift retail sector.

Work Location and Environment

Location: This position is available as a permanent full-time staff position at the Calgary AB Thrift Store.

Time Commitment: Full-time (40 hours/week)

Supervisory Responsibilities: 8 – 15 employees; 70 volunteers

Budget Administration: up to \$1,000,000 (depending on store size)

Working Relationships

Reports To: Thrift Team Lead

Works Closely with: Thrift Team Lead, Assistant Store Manager, Key Holders, Store Associates, Volunteers. Also works with Support Services Team, and Comm team, International Team & MEA Team.

Specific Requirements – Education, Experience & Skills

- Committed leadership in the tenets of Christian faith and mission.
- Bachelor's Degree highly preferable or equivalent/retail experience.
- Experience in retail market, practices and values.
- Current working knowledge of the thrift retail market an asset.
- Working knowledge of federal and provincial legislation applicable to employees & volunteers including but not limited too: Employment Standards, Human Rights, Occupational health & Safety.
- High degree of proficiency in MS Office Suite (Word, Excel, Publisher), Point of Sale software and hardware.
- Ability to thrive in a flexible, fast-paced growth-oriented environment while maintaining a positive, solution-oriented presence.
- Valid driver's license.

KEY RESPONSIBILITIES

Under the leadership and direction of the Thrift Team Lead, the Store Manager is responsible for:

1. Leadership

A. Spiritual Leadership

- Promote spiritual instruction and encouragement to staff, volunteers, and community according to the Christian Gospel.
- Lead team in prayers, devotions, and leadership development.
- Manage with integrity, honesty, and knowledge that promote the culture, values, and mission of WorldServe Ministries.
- Promote the mission and projects of WorldServe Ministries in local churches and/or community agencies.

B. Team Leadership

- Set goals for the team, developing organizational capability, and modeling solid collaborative work styles.
- Demonstrate a calm demeanor during periods of high activity or unusual events and manage smooth transitions thereafter to keep the store operating effectively and to set a positive example for the team.
- Provide coaching and direction to the store team to take action and achieve operational goals. Constantly review store environment and key business indicators to identify problems, concerns, and opportunities for improvement. Provide coaching and direction to the team to achieve operational goals.
- Display service attitude by training and holding the team accountable for delivering exemplary customer service.
- Continuously seek opportunities to improve self and others. Lead with trust, honesty, and commitment to hire, coach, and develop all teams to achieve their best.

C. Community Leadership

- Represent WorldServe in local church, and community settings as well as promote International speakers as requested.
- Genuinely care about the well-being and overall life success of customer donation constituency and donation agencies, taking time to invest in cooperative relationships. Respond to customer donation requests promptly.

2. Staff and Volunteers

- In keeping with WorldServe policies, the Thrift Manager is responsible for staffing decisions including hiring (in consultation with Thrift Team Lead), training, evaluating, disciplining, discharging, and scheduling.
- Provide oversight of volunteer recruitment, training, evaluation, scheduling, and succession.
- Provide coaching in a warm and friendly fashion, regularly conducting performance assessments, and feedback and setting goals to achieve operational goals.
- Establish regular appreciation and celebration events for the team.
- Communicate regularly, clearly, concisely and accurately.

3. Operations

A. Fiscal Management

- Achieve financial objectives of the annual budget; track expenditures, analyze variances, and initiate corrective actions to meet the budget.
- Achieve or exceed budget income/expense profitability.
- Monitor sales ratios daily, weekly, monthly.

B. Inventory Acquisition & Processing

- Actively engage and promote partnership development in the local community for inventory donations. Promote the WorldServe Thrift profile to local community agencies and businesses by maintaining and pursuing new relationships.
- In conjunction with the Thrift Team Lead, ensure efficient systems to receive, sort, and price all categories of inventory, maintaining excellent standards of quality and regularly reviewing and assessing that a fair market and competitive value is affixed to all categories of inventory sold.
- Establish Pay-It-Forward community partnerships for the overflow of inventory.
- Establish private recycling partnerships, working to minimize garbage and maximize the amount of material recycled.

C. Store Presentation – Merchandising & Sales

- In conjunction with the Thrift Team Lead, oversee merchandising, layout, features, sales, signage, merchandise rotations, window displays, auction, and additional events as directed by the annual calendar.
- Maintain a clean, scent-free, inviting store setting.
- Maintain active watch of market/thrift retail trends with attention to customer initiatives and adjust merchandising/promotions to engage maximum interest and sales.
- Analyze sales data and trends and adjust sales strategies accordingly.

D. Customer Service

- Champion and inspire store team in all areas of retail sales and excellent customer service.
- Provide training for the team in all areas of customer engagement, merchandising, mission, store policies, and point-of-sale system operations – including open/closing procedures, cash procedures, end-of-day reconciliation, and store policies.
- Educate about and enforce loss prevention guidelines as outlined by provincial standards and organizational policies. Ensure that loss prevention processes and policies are consistently implemented. Ensure health, safety, and security policy is in place and address issues as necessary.
- Identify current and future customer needs by establishing rapport with customers to understand service requirements.

E. Administration

- Schedule store team to ensure effective coverage in all areas of operations.
- Ensure all payroll details and volunteer investments are recorded and submitted in a timely manner as dictated by the schedules of the organization.
- Maintain cash handling procedures and standards to record, balance, and deposit daily sales. Report and document any variances in cash.
- Maintain necessary store supplies for all areas of operations.

- Represent the thrift store at all required meetings and engagements with WorldServe Ministries.

F. Marketing and Promotion

- Execute in-store branding and promotional pieces to support both store operations and WorldServe Ministries initiatives according to guidelines.
- Train the store team to engage customers with featured projects.
- Promote the store via cost-effective, targeted marketing aids including but not limited to, print advertising, social media, website, and public relations activities as necessary.

G. Health, Safety, and Security

- Train team in a safe work environment according to provincial regulatory standards. Enforce and maintain on a daily basis.
- Maintain site safety around the perimeters of the facility, ensuring that receiving / loading areas are clean and hazard-free daily
- Record / report all workplace incidents on a timely basis.
- Provide training for workplace health and safety and first aid as determined by local, and provincial guidelines and organizational policies.

PHYSICAL REQUIREMENTS

- May include sitting for prolonged periods of time;
- May include extensive walking, standing, bending, squatting, pulling, and stretching.
- May include lifting items up to 10 pounds to a height of 6 feet, lifting up to 25 pounds to a height of 3 feet, lifting items up to 40 pounds with assistance of lifting aids and/or other individuals.
- Work in a retail and office setting. Exposure to low noise levels. Moderate levels of dirt and dust. Continuous Interactions with the public.

OTHER

- WorldServe permanent staff exhibits a personal commitment to the Christian faith, discipleship and active church participation. In agreement with tenets of the Christian faith as presented in the Statement of Faith, store managers are encouraged to integrate spiritual practices into daily work relationships.
- This retail thrift business is open six (6) days a week, requiring a flexible schedule, availability to work weekends and/or evenings as needed.
- Industry competitive compensation with benefits package available.

To apply visit: <https://hr.worldserve.ca/apply/>

On the application page, please upload your cover letter and resume. We thank all who apply and advise that only those selected for further consideration will be contacted.