



**HOSPICE
SOCIETY**
PRINCE GEORGE

EXCLUDED JOB DESCRIPTION

Position Title:	Resale Shop Manager	Date:
Supervisor's Title:	Finance Director	Revised: April 9, 2018
Location:	Prince George	

Summary of the Role Responsibilities

Responsible for management of the Hospice Resale Shop. Accountable for creating and following an annual strategic plan. Ensure standards for quality, customer service, and health and safety are met. Maintain a positive working atmosphere by communicating in a professional manner and promote a professional working relationship with donors, customers, service providers, and staff and community partners. Organizing all store operations and allocating tasks and responsibilities for staff to perform.

Functional Reporting Relationships

The Resale Shop Manager is directly accountable to the Finance Director.

Key Areas of Responsibility

Strategic

- Create and follow an annual strategic plan for the store, including participation in the annual budget creation.
- Ensures business growth by managing annual marketing and sales plan.
- Analyse financial reports for profitability ratios
- Analyse variances and initiate corrective actions
- Identify current and future trends that appeal to consumers.
- Monitor local competitors
- Attend all Society meetings and training as required

Human Resources

- Manage Resale Staff and Volunteers, including cashiers and staff working on the floor.
- Recruit, Hire, train and discipline staff, including identifying training needs for staff and ensure that all staff are suitably trained in all procedures and processes.
- Prepare and complete staff performance reviews including dealing with minor performance and behavior issues.
- Prepare and distribute staff schedules
- Hold and preside over staff meetings
- Ensure resale staff are aware of the sales and processing targets to be achieved.
- Provide support for key holders that open and close store, and attend call outs if necessary
- Maintain and keep up to date staff information and communication boards
- Give clear and consistent instructions and messages that reinforce positive workplace behaviors.

Merchandising/Processing

- Responsible for an efficient and timely method of processing to ensure retail area is generously stocked.
- Ensure visual merchandising standards are achieved when products are displayed
- Maintain the physical appearance of the storage and retail area ensuring safety compliance and store cleanliness.
- Ensure staff are properly sorting, stocking and discarding donated items in accordance with our procedures and policies.
- Organize and schedule pickups of merchandise
- Arrange and schedule recycling and dump runs
- Sourcing and purchasing store supplies within the approved budget, including filling out the purchase requisition
- Ensures organization and maintenance of donation and storage area, including packing and storing of seasonal goods and clothing
- Assign window display design
- Formulate pricing policies
- Determining promotions and sales
- Ensure retail area is adequately stocked and maintain appropriate level of staff for working the floor.

Customer Service

- Handle customer questions, complaints and issues.
- Promote good working practices with all staff

- Ensure that tills are manned and queues are managed.
- Review daily sales tapes and ensure all tills are cashed up and balanced at the end of the day and deposits are made in the bank.

Marketing

- Create and follow a marketing plan
- Actively research new and innovative ideas to market resale shop and inventory.
- Create and maintain community partnerships to encourage the donation of goods.

Health and Safety

- Ensure that all areas are safe and fire exits are clear and marked.
- Review daily safety checks and act upon recommendations if needed.
- Ensure appropriate level first aid kit is stocked and on hand.

General

- Schedule maintenance of resale truck
- Ensure policies for Resale Vehicle and drivers is followed
- Maintain safety standards for the Resale Shop
- Prepare and maintain files and various store reports, forms and documents.
- Maintaining a petty cash fund for small purchases, recycling fees and vehicle gas

CORE COMPETENCIES

Retail management experience

IT and Social Media skills: competent in Windows and word soft ware, Familiar with social media and analytics.

People Management: able to motivate staff and volunteers to create an environment that is both productive and friendly for staff and volunteers

Utilizing skills and expertise to help make a difference for people in our community

Customer Service – Considers the impact of actions and decisions on the customer. Puts the customer first. Understands who the customer is for them and their team.

Integrity- builds trust and understanding. Provides honest and open feedback when necessary.

Effective Communication – Comfortable and capable communicating in a professional manner and promote a professional working relationship with donors, customers, service providers and community partners.

Continuous Development – Seeks educational opportunities for continuous learning.

Detail orientated – spots potential issues and looks for a solution to resolve. Reviews and understands data.

Ability and Drive – Able to prioritize tasks. Takes ownership and gets things done.