



ROLE TITLE: Assistant Manager - Volunteer Management

Reports to: Store Manager

Location: North Location: 2020 Hyde Park Road London ON

Status: Full Time

DATE: July 2024

Role Objective:

The Assistant Manager will be a leader among leaders, a person with a proven track record of accomplishments; someone who gets things done; creative; resourceful; a decision maker, a problem solver, and a strategic planner. The successful individual will have a heart for Jesus Christ and His people and can manage, organize, and strengthen the day-to-day operations of a large retail store and staff.

Organization:

BFM (London) Enterprises Society (Mission Thrift Store) is a Non-Denominational Christian Organization whose Mission is: "Serving to place the Word of God worldwide in partnership with the Bible League of Canada". Mission Thrift Store depends on donations from the community and the work of our volunteers. Mission Thrift Store sells good used products to raise money to place the Word of God worldwide as well as supply the region of London-Middlesex with clean affordable goods.

Mission Thrift Store is a busy not for profit store with two locations; one in North London (2020 Hyde Park Road) which was established in 2012 and a new location which opened in the fall of 2021 in South London (784 Wharncliffe Road South). We are a diverse, friendly, and fun community that thrives because of the work of over 120 volunteers and a few paid staff.

Reporting:

The Assistant Manager reports directly to the Store Manager.

Education & Experience:

Education: High School diploma or equivalent.

Experience:

Previous experience with social media

Previous experience with merchandising

Prior experience in a retail environment.

Experience working with Volunteers would be an asset.

Nature and Scope of Role:

The Assistant Manager will work closely with the Store Manager in achieving the vision and strategic plan of the store. He/She will be called upon to operate and run the store in the absence of the Store Manager.

The Assistant Manager can solve problems with good judgement and make decisions independently. He/She works well with other staff and takes directions easily. He/She contributes to regular staff meetings, shares ideas, counts cash, and performs other tasks that require a high level of trust and discretion (criminal record check required).

The Assistant Manager will fit into our staff dynamic and bring to the table a variety of skills that will make us even better. No day is ever the same here, so you will thrive in an ever-changing environment, work well with volunteers of all ages and abilities, and be able to pivot your priorities on a moment's notice. You will have tasks delegated both in front of the store (Retail) and back of the store (Receiving and Processing).

You can manage your time well with little supervision, you have the flexibility in your schedule should another staff need to rely on you in special circumstance, and you are passionate about the work we do in both our own community and in partnership with Bible League Canada.

General Expectations**What is expected of you:**

- ✓ Strong interpersonal skills. We greatly value our volunteers as a priority, we would not exist without them. You possess grace, good humour, and problem-solving skills with the ability to communicate with passionate volunteers. You invest in their lives and know them and their stories.
- ✓ You solve problems with good judgement and make decisions independently.
- ✓ You work well with staff and can delegate tasks. You lead regular staff meetings, encourage the sharing of ideas, and are entrusted to open and close the store, count cash, and oversee tasks that require a high level of trust and discretion.
- ✓ A criminal record check is required.
- ✓ You demonstrate strong written and verbal communication skills for both internal and external communications (including social media).
- ✓ You understand, agree with, and adhere to the lifestyle and morality policies of the BFM Foundation. You understand why we do what we do and are passionate about making a difference.
- ✓ Ability to multitask, work in a fast-paced environment with grace and good humour.
- ✓ Possess good conflict resolution skills, be organized and clean.
- ✓ Be able to solve problems with good judgement and make decisions independently.
- ✓ First Aid Level One is required.
- ✓ This role is Tuesday – Saturday, with one evening a week.

Specific Role Expectations:

- . **Volunteers**
- . Recruit a sustainable volunteer base for the South London, Mission Thrift Store.
- . Establish and maintain a volunteer succession program to continually strengthen the volunteer base.
- . Provide orientation and training specific to the volunteer's job duties for all new and existing volunteers.

- . Partner with Management and department heads to ensure proper and adequate training of all volunteers.
- . Review organizational policies and procedures and the rights and responsibilities with each volunteer to ensure knowledge of the organization and our ministry purpose.
- . Assist in providing an efficient and safe working environment for the volunteers.
- . Be a promoter of the Mission Thrift Store and the Joint Ministry of BFM Foundation (Canada) and Bible League Canada.
- . Attend events (job fairs, churches, schools etc.to recruit suitable volunteer candidates.
- . Ensure volunteer applications, screening & interview documents, police records check (PRC), and agreements are completed and stored using proper handling of personal information.
- . Communicate regularly with new volunteers through regular check-in (conversations, phone calls, or e-mails) and personal recognition for their commitment.
- . Assist the Store Manager with an effective plan of scheduling volunteers to ensure each workday is covered, effectively utilizing all volunteers.
- . Attending Volunteer Appreciation Events.
- . Summarize recruitment activities and results each month in a written report for the Store Manager

Operational:

- . Become an “expert” with the Better Impact software program. Be able to always communicate effectively with the volunteer base and provide accurate data to the Store Manager for monthly Board Reports.
- . Manage the formal store recognition tools (birthday program, volunteer appreciation week, Christmas, and special holidays) with a view to making our volunteer base feel valued, encouraged, and welcomed at our store.
- . Help assist in preparing annual London MTS Banquet or other events.
- . Development, coordination, and publishing of our monthly newsletter, in conjunction with the North store.
- . Identify social media opportunities from our store and work to bring these ideas to life with Store Manager approval.
- . Monthly store video slides.
- . Work with the store manager on any external marketing/advertising campaigns.

Processing:

- . Assist in various areas of processing where needed.
- . Have knowledge of clothing, shoes/accessories, and seasonal departments.
- . Be able to support departments as needed based on volunteers and donations.

Other Duties:

- . Key Holder responsibilities, opening and closing the store when needed.
- . Able to perform and understand the cash system.
- . Learn and assist when needed in various production areas.
- . Occasionally lead daily devotions and prayer with volunteers.

What you can expect from us:

- ✓ Competitive Compensation

- ✓ Mutual flexibility, trust, and safety in the workplace.
- ✓ Fun, upbeat, and welcoming environment.
- ✓ Encouragement to explore and work in areas that interest you (but we all have tasks that we do not love).
- ✓ A three-month probation period with regular feedback to assess your direction and skills.
- ✓ Staff perks that come with working in a thrift store environment.
- ✓ Lunches, snacks, coffee, homemade cooking, stuff from people's garden.
- ✓ Staff Discount of 25% off all merchandise.

Personal Attributes:

The Assistant Manager Volunteer Management must maintain strict confidentiality in performing his/her duties and must demonstrate the following personal attributes:

- ✓ Be honest and trustworthy.
- ✓ Be respectful.
- ✓ Be flexible.
- ✓ Demonstrate sound work ethics.

Specific Accountabilities:

1. Volunteer Development	35%
2. Administration	15%
3. Processing	50%

All applicants must submit a resume and cover letter. Submissions can be made in person or via email to london@missionthriftstore.com. Only applicants being considered for the position will be contacted. We thank all others for their interest.

APPOINTMENT

Upon appointment the Assistant Manager Volunteer Management will sign an Agreement with the local Mission Thrift Store. The Assistant Manager Volunteer Management will be required to abide by the policies and procedures of Mission Thrift Store