

Retail Sales Key Holder

Position Title:	Retail Sales Key Holder
Reports To:	Retail Store General Manager
Remuneration:	\$16.00 Hourly, Full Time (35-40 hours)
Benefits:	On-site parking, store discount, Group Insurance, RRSP Program

About us:

The Compassionate Closet is a social enterprise of Hospice Halifax, with all revenues supporting the Hospice's operations. It is a new to you boutique that gives the feeling of a Retail Clothing store with the prices of a great thrift store or second hand store, combining the best of both worlds!

Hospice Halifax is a compassionate and supportive community of staff members, volunteers, and donors dedicated to making dying and living as comfortable and as meaningful as possible at the end of life.

Hospice Halifax continues to take action against racism in our workplace, to identify and address systemic barriers to full and equal participation. As such, each member of our team must be committed to fostering a safe working environment where all members of the team experience an authentic sense of inclusion and belonging.

Primary Functions of the Position:

As a collaborative member of The Compassionate Closet team and the Hospice Halifax organization, the Retail Sales Key Holder works closely with manager, staff, and volunteers in our New-to-You retail store. This position assists the General Manager in the maintenance of all store operations including delivering outstanding customer experience, receipt of donations and sorting, merchandising and sales, adhering to operational standards and providing a fun, engaging workplace for all team members. You will be the first person a customer meets, you will help them find items that suit their needs, answer inquiries, and you will be responsible for providing a smooth sales transaction. The Key Holder is accountable for all store operations when the Manager is not available.

The culture within our organization is compassionate, open, affirming and diverse. Working here means feeling appreciated, challenged and that your work makes a direct impact on your community. It means positively interacting with customers, donors, volunteers, supporters and other team members.

Duties and Responsibilities

- Helps drive a positive customer experience by building relationships, exhibiting empathy, and providing solutions to their needs
- Engages customers by helping them select products when appropriate and answering questions
- Assists volunteers during their shifts at the store, assigning tasks and answering day-to-day questions
- Manages financial transactions, processes purchases and payments of cash, debit or credit card accurately and in a timely manner
- Balances cash/credit transactions at the end of shift
- Assists in receiving, preparing, and processing online curbside pick-up orders
- Assists with inventory, steaming and restocking merchandise throughout shift
- Ensures merchandise is neat/fully stocked, while maintaining the store's cleanliness
- Answers donation receiving door as required
- Sorts and identifies items received as required
- Assists with training of new staff and volunteers
- Supervise sales staff and volunteers in absence of Manager
- Supports the Store Manager in all tasks necessary to the efficient operation of the store
- Maintains neat, clean, and organized workstations, consistently organizing the sales floor, front cash and steaming station

Qualifications and Experience

- Retail experience in the following areas considered an asset to have:
 - Supervision of staff and volunteers
 - Customer service
 - Customer loyalty and retention programs
 - Visual display
 - Merchandising
- Strong interpersonal skills; willing and able to work with a variety of people; friendly, outgoing and appreciative of volunteers and their time
- Previous work with Volunteer supervision or on a volunteer team
- Desire to build customer relationships
- Highly developed ability to multitask and organize
- Excellent communication skills
- Computer literate; Experience working with POS systems
- Ability to collaborate with volunteers and rest of the team
- Attention to detail, knowledge of fashion, trends, vintage

- Flexibility to work a variety of shifts including holidays, evenings, and weekends
- Ability to be flexible, work with interruptions, handle more than one situation at a time and shift priorities quickly
- Ability to instill positivity within a team and keep them motivated
- Excellent decision making ability and problem solving skills

Additional Requirements:

- Adherence to all Health and Safety and Hospice Halifax Procedures and Policies
- Support efforts at reducing, recycling and reusing where appropriate
- Firm commitment to the mission of our Shop and the Hospice Halifax organization
- Support Hospice fundraising activities (e.g. Hike for Hospice)
- Represent Hospice Halifax in the community

Physical Requirements:

- Ability to stand for long periods of time; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk and/or hear.
- Ability to lift up to 30 pounds, 50lbs with help and/or move up to 50 or more pounds.
- Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions.

How to Apply:

Hospice Halifax is committed to fostering a diverse and inclusive work culture. We welcome and encourage applicants who are BIPOC, LGBTQ2S+ and persons with (dis)abilities to self-identify in their cover letter.

Please forward a cover letter and resume to careers@hospicehalifax.ca and reference "KeyHolder2022" in the subject line of the email.

Please submit applications by May 15, 2022.

Thank you for your interest in working with Hospice Halifax. Only those selected for the interview process will be contacted.