

Retail Sales Key Holder

Reports To: Retail Store General Manager
Remuneration: \$16.00 Hourly, Full Time (40 hours)

Are you someone who is passionate about fashion and sustainability? Are you looking for your first leadership role? Want to be part of an amazing team?

If you're a friendly and energetic person with an interest in fashion retail - we want to hear from you!

The Compassionate Closet offers a one-of-a-kind, new-to-you clothing experience driven by an amazing team of caring staff and volunteers. We're committed to cultivating a welcoming, inclusive and compassionate culture. We believe inclusion of diverse backgrounds and perspectives is fundamental to our success.

As a Key Holder, you will report to the Store Manager and support the team in all the essential duties which contribute to the efficient and profitable operation of the store. You'll be responsible for performing daily store opening and closing operations while providing an amazing experience for our customers, donors and volunteers.

The Key Holder leads by example in providing exceptional customer service, delivering an exceptional customer experience to every customer through your genuine ability to make our customer feel comfortable, cared for.

Send us your resume

OR

Drop by our Open House - Thursday, June 16th between 10am-6pm

What You'll Do:

- In partnership with Manager, ensure store is achieving revenue and donation objectives
- Set an example through selling skills and customer service, providing an amazing shopping experience that will encourage positive customer connections and loyalty
- Support the team in implementing merchandise strategies while also providing a clean, consistent, and inviting store environment that inspires customers to shop
- Perform sales and financial transactions, processing purchases and payments of cash, debit or credit card accurately and in a timely manner

- Cover the sales floor and help ensure all visual standards are met
- Perform store opening and closing procedures
- Assist volunteers during their shifts at the store, assigning tasks and answering day-to-day questions
- Assist in receiving, preparing, and processing online curbside pick-up orders
- Assist with inventory, steaming and restocking merchandise throughout shift
- Receive donations, including drop off, sorting and hanging items
- Assist with training of new staff and volunteers
- Assume responsibility of all store operations when Store Management is out of the store as acting Manager on Duty

What You'll need:

- 2 years of sales or customer service experience, with supervisory experience an asset
- Ability to multitask in a fast-paced environment while also being committed to creating an amazing customer experience
- Strong interpersonal skills; willing and able to work with a variety of people
- Ability to be flexible, work with interruptions, handle more than one situation at a time and shift priorities quickly
- Previous work with volunteers, supervision or on a volunteer team
- Highly developed ability to multitask and organize
- Excellent communication skills
- Computer literate (Google Suite, Office); Experience working with POS systems
- Ability to work a flexible schedule inclusive of holidays, nights and weekends
- 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
- Represent Hospice Halifax in the community

Physical Requirements (with or without reasonable accommodation):

- Able to stand and walk around during scheduled hours
- Able to accept donations, unpack and sort product, arrange and move store fixtures and move packages weighing up to 50 pounds.
- Able to reach for merchandise using the ladders, step stool, etc
- 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.

Why work with us?

- **A competitive benefits package - Group Insurance and RSP**
- **Paid Time Off (Sick Time, Holidays and Vacation)**
- **On-site parking**
- **Store discount**

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 Jun 20, 2022.

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