

Job Posting – *Rescued & Restored* Thrift Store Supervisor

Eagles Nest is expanding our team with a Supervisor at our thrift store. Along with being ready to work in a team, this individual needs to have an openness to learn, align with our values, and be passionate about working for an organization committed to making a difference in the lives of others.

Overview Eagles Nest: Eagles Nest is a registered charity located in Waterdown. For over 20 years Eagles Nest has been working in our community, equipping people with tools to create a healthier future. We work with individuals and families looking to make those changes happen in a supportive and positive environment. We help people care for their mental health, understand themselves and learn new tools for healthy relationships. Our professional and caring staff and volunteers offer counselling, coaching and support programs to adults, youth and children. All services and programs are low-cost or subsidized, making them accessible to everyone.

Rescued & Restored is our charity thrift store that sells donated antiques, furniture, household items, books and clothing. All proceeds from the store support the operating budget of Eagles Nest charity, making it possible to keep our services and supports accessible.

Job Description: The Supervisor will be scheduled to work a minimum of 21 hours per week. A minimum of two shifts a week will be scheduled during store hours to support staff and volunteers with the day-to-day operations of Eagles Nest's Thrift Store (*Rescued & Restored*), located in Freelon, ON. Other hours will be used to complete administrative and volunteer management tasks. The individual will report to the Executive Director.

Responsibilities:

In-Store

- Provide leadership and support to store sales associates and volunteers during scheduled hours
- Ensure store policies and systems are followed
- Oversee the opening and closing of the store, ensuring security and safety
- Receive, organize, sort, and price donations according to established guidelines
- Ensure floor space is maximized for the most effective use of selling/merchandising goods
- Keep items moving by evaluating items for markdowns and circulating items when appropriate
- Monitor donation drop-offs and purchase pick-ups
- Oversee and assist with cash and completing daily sales report
- Maintain good housekeeping practices, overall store presentation and branding
- Answer phone and email in a timely and professional manner
- Assist with photography and text for online products
- Collaboratively work with other staff to make improvements in sales and overall operations
- Resolve problems that arise, such as customer complaints
- Promote and contribute to a positive team culture
- Attend bi-monthly supervisor meetings

Administration

- Compile weekly and monthly reports and updates
- Maintain store calendar
- Communicate with community partners and potential new customer audiences
- Assist with planning and implementation of store promotions
- Assist with store marketing
- Update store procedures as required
- Assist with developing and implementing new systems
- Attend bi-monthly supervisor meetings

Volunteer Management

- Assist with recruiting, interviewing, and onboarding volunteers
- Maintain and monitor volunteer schedule
- Coordinate and facilitate group volunteer opportunities
- Update volunteer job descriptions as required

Required Qualifications:

- Ability to work independently as well as effectively in a team-oriented environment
- Strong communication and interpersonal skills
- Confident in posting photos and texts to an online platform
- Proficient in Microsoft Office XP (Word, Excel & Outlook)
- Physically fit: Ability to push, pull, bend, crouch, twist, as well as lift and carry up to 50lbs in a safe manner
- Ability to manage time effectively
- Experience with leading/managing individuals
- Retail experience is an asset
- Must be available to work weekends

Part-time Contract

- 21 hours per week with potential for more hours
- one shift per week is scheduled on the weekend
- 12-month contract with the potential for a permanent position
- Immediate start date

To apply: Please submit a cover letter and resume to careers@eaglesnestwaterdown.ca. We thank all applicants for their interest; however, we will only contact those selected for an interview.

Eagles Nest is committed to fostering an inclusive and accessible workplace. In accordance with the Accessibility for Ontarians with Disabilities Act and on request, all reasonable accommodations will be provided to support participation in all aspects of the recruitment and hiring process and in performing the assigned responsibilities.