

Assistant Manager Job Description

Title: Assistant Manager

Reports to: Manager

Job Description Overview:

The Assistant Manager position is hands-on, and is required to work closely with the Manager to reach the goals of the Re-Use-It Centre.

Responsible for day to day store operations including financial reports to manager, on-boarding & training new staff, safety trainings (WorkSafe BC), retail display of store, pricing consistency, hiring of staff with manager, staff meetings, managing in-store advertising, and RUI volunteer program.

Reports directly to the manager in all of these categories and ensures the smooth running of the store floor day to day.

We are looking for someone who is detail oriented and has knowledge of a wide range of merchandise and is able to work with the staff to develop and maintain a team atmosphere at the store.

You are passionate about helping the community through providing low cost quality goods, while diverting waste and funding Social Services for Whistler Community Services Society (WCSS).

Must be able to adapt to changing situations while working under pressure. Previous Management & Retail experience is an asset and requires to lift up to 50 lbs.

Hours: 32 to 40 hours (Thursday, Friday, Saturday and Sunday)

Wage: \$20/hr.

Extended Health Benefits & Wellness Benefit:

All full-time positions are eligible for extended health benefits after successful completion of 3 month probationary period, as well as a wellness bonus of \$1150/ year to use towards Ski Pass/ Wellness related expense such as a bike/ yoga pass.

For a full job-description e-mail Paul Rehel, reuseit@mywcscs.org

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To Apply please send a Cover Letter & Resume to Paul Rehel, reuseit@mywcss.org

Key Responsibilities

MAJOR RESPONSIBILITIES

ADMINISTRATION

- Responsible for all Safety training and reporting, documentation of safety issues
- Supervises Cash procedures, checks cash outs and ensures deposits in a timely manner
- Ensures Store stock rotation with Manager
- Enters daily sales into Excel spreadsheet
- Lead monthly staff meetings with Manager
- Provides stage one and two of progressive discipline, by providing verbal warnings to staff when required, recording on employee files when these have been given, and writing first written warning. Further discipline lies with the Store Manager and should be referred as needed.
- Provides Store Manager with minutes of any safety training or all-staff training
- Provides Monthly WorkSafe trainings and documentation, picks monthly Safety themes
- Ensures bag counts records are kept up to date and accurate
- Adheres to budget set out by WCSS/ store and provides receipts for all expenditures
- Does price comparison with Manager of marketplace such as Wal-Mart, Whistler Online Buy & Sell etc. to ensure competitive prices

VOLUNTEERS

- Coordinates volunteer shifts & volunteer trainings
- Ensures volunteers complete required paperwork including the safety training

DONATIONS

- Ensures that donations are managed in a timely manner
- Training new employees on price value of donated items
- Ensures that receivers are trained in proper dissemination of donations (to store and other).
- Ensures donations are not left outside and that the exterior of the store remains clean and organized.
- Ensures that staff is not accepting donations that are against policy
- Ensures that donations of electronics are designated working or not and the Encorp/CESA donations are kept away from customers

CUSTOMER SERVICE

- Ensures that staff provides an appropriate level of customer service and ensures customer service training is taking place
- Follows up on all customer services complaints and refers to Store Manager where appropriate
- Ensures confidentiality of clients
- Follows all customer service policies and ensures staff does as well.
- Available for meetings as required with Store Manager, Program Managers and Executive Director
- Works within the guidelines set out by the Store Manager, Program Managers and Executive Director

RUI SYSTEMS AND PROCEDURES

- Follows and maintains systems and procedures as established by the Store Manager
- Follows policy and procedures manual
- Follows WorkSafe manual
- Ensures all staff follow policy and procedure
- Ensures that all staff receive ongoing sales and customer service training
- Ensures clients are informed about other relevant programs e.g. the Re-Build-It Centre, Food Bank etc.
- Ensures that store operating procedures are followed
- Identifies safety and store operational problems and either corrects or brings to the Store Manager's attention

STAFF MANAGEMENT

- Holds monthly staff meetings, collaborates with Manager as to topics
- Provides staff training with Manager

- Assists Store Manager with hiring
- Performs staff performance correction as required with verbal and first written warnings when required
- Reports to Store Manager on any staff performance issues
- Gives input to performance appraisals
- Coordinates additional staff incentive programs with Manager and Program Managers.
- Works with all staff to ensure pricing consistency

STORE MAINTENANCE

- Ensures the stock levels on the store floor are maintained throughout the day
- Performs morning check of the store floor for areas that need tidying, re-stocking or alterations to layout
- Performs end of day check to ascertain what stock needs to be brought out from storage and notes items down on the whiteboard
- Checks whiteboard in the morning and ensures correct stock is retrieved from storage for the day
- Checks whiteboard in office for any notes from the Manager
- Ensures all areas of the store are left in a clean and ready state for the next day, receiving desks to be clean and tidy, all bins re-bagged and in the correct place, out of season bags/items put into storage
- Works with staff to keep the store clean and display goods in an attractive manner
- Ensures any overflow of stock is kept in order
- Ensures the kitchen and washroom are kept clean