

Job Title: Thrift Store Donations & Retail Assistant
Location: Kelowna Women's Thrift Store, Kelowna, BC
Status: Non-Union, Part-Time (22.5 hrs/week)
Reports To: Thrift Store Manager & Team Lead
Hourly Rate/Salary: \$23.51/hour

Are you passionate about creating safe spaces for individuals experiencing domestic abuse? Do you thrive in environments where your leadership can make a tangible difference in people's lives? If so, the Kelowna Women's Shelter (KWS) invites you to join our team as a Thrift Store Donations & Retail Assistant.

About Us:

Kelowna Women's Shelter has been providing programs and services for people impacted by Domestic Abuse since 1980. Our programs include emergency and second-stage housing, outreach services, PEACE program, education and prevention initiatives, a 24/7 support line, and a community thrift store. We are committed to fostering safety, choice, and inclusion, and believe in building a community free from abuse through education, support, and strong partnerships.

Summary:

We are seeking a friendly, detail-oriented, and dependable Donations & Retail Assistant to join our team. In this role, you will help ensure smooth store operations, support our customers and donors, and work alongside volunteers to maintain a welcoming environment.

Key Responsibilities:

Customer Service & Retail Support

- Greet and assist customers in a professional and friendly manner.
- Operate the cash register, handle cash accurately, and process purchases.
- Stock, sort, price, and display merchandise.
- Assist with store opening and closing procedures.

Donations Management

- Welcome donors, thank them, and provide a positive experience.
- Accept or respectfully decline donations according to guidelines.
- Sort and triage donations; safely lift and move items (up to 30 lbs).
- Recycle or repurpose unsuitable donations.

Teamwork & Collaboration

- Work collaboratively with volunteers and team members to achieve store goals.
- Support orientation and training of new team members and volunteers.
- Participate in team meetings and contribute to a positive work environment.

Promotions & Community Engagement

- Assist with store promotions, public events, and responding to inquiries.

Facilities & Safety

- Maintain cleanliness and organization of the store and donation areas.
- Adhere to health and safety policies, including safe handling of donations and equipment.

Requirements:

- Prior retail, thrift store or customer service experience is an asset.
- Knowledge of Microsoft Office, Payworks, and other relevant computer software programs is an asset.
- Basic math skills with the ability to manually calculate totals, make change, and reconcile cash transactions accurately.
- Ability to lift up to 30 lbs and navigate stairs repeatedly.
- Ability to stand for long periods of time.
- Comfortable working outdoors in varying weather conditions.
- Reliable and punctual.

Additional Requirements:

- Satisfactory Criminal Record Check required.

Location: Kelowna Women's Thrift Store, Kelowna, BC

Hours of Work:

- 22.5 hours per week (3 days per week, including every other Saturday)
- Store hours: 9:30 am – 5:00 pm, Monday to Saturday

Benefits:

- Dental
- Extended Health Care
- Pension Plan
- Long Term Disability
- Outside of Canada Emergency Travel Insurance
- Employee Family Assistance Program
- Wellness Discounts
- Kelowna Women's Shelter Thrift Store Discount

Why Join Us?

Be part of a mission-driven organization making a difference in the lives of children and families. Work in a supportive, collaborative, and inclusive environment. Access professional development opportunities to grow your career.

If you are ready to make a meaningful impact on the lives of those affected by domestic abuse, we encourage you to apply. Join us in our mission to create safer, more empowered communities. Apply now to be a part of our dedicated team at Kelowna Women's Shelter.

How to Apply?

If this sounds like the opportunity you've been waiting for, we'd love to hear from you! Please send your resume and a thoughtful cover letter explaining why you're the perfect fit for this role.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Join us in making a difference!

Please visit our [careers](#) page to see more job opportunities.

We acknowledge that the Kelowna Women's Shelter is located on the ancestral, traditional and unceded territory of the Syilx Okanagan Nation.