

**Job Title:** Thrift Store Team Lead  
**Location:** Kelowna Women's Shelter Thrift Store  
**Status:** Non-Union, Full time  
**Reports To:** Thrift Store Manager  
**Hourly Rate/Salary:** - \$25.04

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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 Team Lead.

### **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.

The **Kelowna Women's Thrift Store** is a vibrant community hub. We offer affordable clothing, household items, and accessories in a welcoming and inclusive environment.

### **Summary:**

Reporting to the Thrift Store Manager, the Thrift Store Team Lead contributes to the store's success by overseeing daily operations, managing donations, and ensuring customer satisfaction. This role includes training, coaching, and scheduling volunteers while ensuring the completion of daily tasks. The Team Lead implements directives from the Manager and supports team members in meeting operational goals, generating revenue to fund the organization's programs and services while fostering a positive shopping experience.

### **Key Responsibilities:**

#### **Operations**

- Lead the day-to-day operations of the store, in coordination with Thrift Store Manager
- Responsible for use of technology to support efficient and confidential operations, management, programs, and communication.
- Ensure the visual standards and image of the store are maintained, such as store displays, signage, and cleanliness.
- Key holder, including security access and responsible for opening and closing procedures,
- Implement marketing and revenue plans, and operational changes.

- Provide input on operational improvements

### **Customer Service**

- Focus on coaching the team and volunteers to ensure exceptional customer service, resolving customer concerns, and maintaining a positive shopping experience.
- Monitor customer interactions to ensure volunteers and team members deliver consistent, high-quality service.
- Act as an ambassador for KWS in interactions with customers.

### **Inventory & Merchandising**

- Ensure accurate and consistent pricing of merchandise according to organizational guidelines.
- Ensure donations are processed according to organizational guidelines.
- Create and maintain attractive displays that align with seasonal themes and promotional campaigns.
- Inventory Management according to organizational guidelines.
- Make recommendations for sales initiatives and campaign ideas to drive sales.

### **Policies and Procedures**

- Responsible for leading volunteers and supporting team members to ensure they follow operational guidelines such as understanding policies and procedures and safety protocols.
- Responsible for ensuring volunteers are following availability and scheduling guidelines.
- Responsible for implementing the Operations Procedures (OP) manual.
- Provides feedback to the Manager on areas where OPs may need adjustment based on daily operations or observed inefficiencies.
- Report any non-compliance issues to the Manager and assist in corrective action.
- Monitors the day-to-day adherence to health and safety guidelines on the store floor/donations room and reports issues to the Manager.
- Provide day-to-day support on safe practices for volunteers and team members.

### **Financial Management**

- Monitor daily sales performance and implement day-to-day strategies increase revenue
- Responsible for cash reconciliations and ensure adherence to cash handling policies; may assist with basic sales data reporting as required.
- Provides input on budgets, inventory strategies and workforce planning to the Manager.

### **Leadership**

- Responsible for the selection, training and mentoring of volunteers
- Responsible for day-to-day operational support for team members, in coordination with Thrift Store Manager Guides and supports volunteers, providing mentorship and task delegation.
- Responsible for decisions regarding day-to-day retail sales floor operations, such as volunteer scheduling, task prioritization, and minor volunteer/team member issues.
- Escalate strategic decisions or complex problems to the Manager.
- Updates the Manager on daily operations, challenges, and successes.
- Relays feedback from team members and customers to improve store performance.
- Collaborates with other departments to ensure thrift store initiatives align with organizational goals.

### **Health & Safety**

- Ensure compliance with all organizational health and safety policies and procedures.
- Monitor the retail floor and donation areas for hazards and take immediate corrective action when necessary.
- Provide guidance and training to volunteers and team members on safe lifting techniques, proper use of equipment, and emergency procedures.
- Report any incidents, injuries, or unsafe conditions promptly to the Manager and document as required.
- Maintain a clean, organized, and hazard-free environment to protect team members, volunteers, and customers.
- Act as Thrift Store representative on the OH&S Committee in the Manager's absence.
- Act as a role model by consistently following safe work practices and encouraging others to do the same.
- Perform additional duties as required.

### **Requirements:**

- High school diploma or equivalent.
- Minimum 2 years of retail experience, with 1 year supervisory experience or equivalent combination of experience and education.
- Post secondary education in retail management, business administration or related field is an asset.
- Move contents up to 30 pounds.

### **Additional Requirements:**

- Satisfactory Criminal Record Check required.

**Location:** Kelowna Women's Shelter Thrift Store

### **Hours of Work:**

The role entails a 35-hour work week, Tuesday to Saturday, 9:30 AM to 5:00 PM

**Pay:** \$25.04/hour

**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.*