



Employment Opportunity - Ontario Division

Job Title:	Thrift Store Clerk	Competition #:	
Department:	Thrift Store	Status/Position Type:	Casual
Compensation:	\$16.55	Unionized:	No
Ministry Unit:	Chatham-Kent Ministries/Chatham Thrift Store	Date posted:	November 16, 2023
Address:	456 St. Clair St., Chatham, ON	Posting Expires:	November 24, 2023

APPLICATIONS ACCEPTED BY:

Email: maria.wall@salvationarmy.ca
Attention: Maria Wall, HR Assistant
Mailing Address: Chatham-Kent Ministries, 46 Orangewood Blvd., Chatham, ON N7L 5H1
Attention: Maria Wall
Fax: 519-354-9029
Please, no phone calls.
Please include the Job Title and Ministry Unit in your email subject line.

MISSION, VISION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Core Values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

TERMS AND CONDITIONS:

POSITION PURPOSE SUMMARY:

The Thrift Store Clerk provides service to customers, sort incoming product and assists in the ongoing retail operations of The Salvation Army Ridgetown Thrift Store.

Accountabilities:

1. Operations:

- Protect the integrity of all donated items.
- Hold in safe keeping keys and alarm codes to open and close the Thrift Store, when needed.
- Responsible for accurate completion of all customer transactions including cash and debit sales
- Process raw materials by loading/unloading, sorting, packing, pricing, and storing donations
- Interact with customers/donors in a positive, friendly, and courteous manner
- Contribute to meeting store budgets by maintaining customer service standards.
- Possess knowledge of stock in order to respond to customer enquiries by phone/in person
- Assist with store layout plans to attract customers, which include window displays and merchandise displays; ensures attractiveness of the store through "Tidy Maintenance".
- Replenish inventory levels based on supervisor's directions.
- Provide customer service and greeting customers.
- Unload donations and place stock in appropriate warehouse location.
- Contribute to the control of inventory by retrieving, sorting, hanging, and pricing as directed.
- Removal of inventory from sales floor as directed.
- Abide by store policy and procedures.
- Work with volunteers as assigned.

2. Communications:

- Inform your supervisor of all customer complaints, comments and concerns regarding customer service, prices, merchandise, etc.

3. Health and Safety:

- Contribute to the safety of staff and customers (e.g., snow removal, clear fire exits, cleans spillage).
- Maintain an attractive organized appearance of the store, tidy up and restock shelves, clean, sweep, dust, and mop as necessary.

Perform other related duties.

CRITICAL RELATIONSHIP MANAGEMENT:

- **Internal relationships:**
 - Corps Officers, Thrift Store Manager, volunteers, staff





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- **External relationships:**
 - Community

MANAGERIAL/TECHNICAL LEADERSHIP RESPONSIBILITY:

- This position reports directly to the Thrift Store Manager or designate

FINANCIAL AND MATERIALS MANAGEMENT:

- Responsible for handling cash and debit sales.
- Contribute to store budgets by maintaining customer service standards.
- Assist with the materials management of donations/product flow in the thrift store.

WORKING CONDITIONS:

- This is a casual relief position based on no standard weekly hours of work.
- There are no guaranteed hours and shift could include weekdays and Saturdays.
- The Supervisor will set the hours of work and work schedule.
- Ability to stand for long periods with frequent twisting, bending, crouching, and reaching is required.
- Ability to lift/move on a regular basis up to 25 pounds.

Hours Of Work: Work will be scheduled between Monday to Saturday, 8:00 a.m. to 5:00 p.m. as per operational requirements and includes a ½ hour unpaid meal break where applicable. Flexibility is required.

The above responsibilities must be performed in keeping with The Salvation Army's Mission, Vision and Values, in a professional manner, upholding our code of conduct.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

Education, Qualifications and Certifications:

- Completion of Secondary School.
- Alternative combinations of education and experience may be considered.

Experience and Skilled Knowledge Requirements:

- Have a minimum of three (3) months of prior related experience.
- Cash handling experience is required.
- Knowledge and experience using a cash register, debit machine and/or credit card processing is a definite asset.
- Basic math skills required

Skills and Capabilities:

- Attention to detail, problem solving and analytical skills.
- Self-motivated/disciplined.
- Lead by example, by demonstrating a strong work ethic and a willingness to learn and be flexible in the face of change.
- Ability to maintain information in confidence and exercise good judgement.
- Demonstrated ability to work independently and participate as an active and responsible team member in a cooperative team environment.
- Excellent interpersonal skills, integrity, and adaptability.
- Exhibit good listening skills, have strong oral/written communication skills.
- Ability to undergo applicable screening and background checks successfully that are satisfactory to The Salvation Army, in its sole discretion (i.e., The Salvation Army Abuse Registry) and provide an original copy of a Background Check.
- Ability and willingness to develop an understanding and support for the mission and purpose of The Salvation Army in Canada and its implications as related to position responsibilities.

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.
You must advise your managing supervisor of your intentions prior to submitting your application.

