



Hospice Fredericton

POSITION DESCRIPTION

TITLE: Assistant Manager - Retail

REPORTS TO: Hospice Boutique Manager

JOB SUMMARY:

Hospice Boutique is a busy retail outlet specializing in selling used gently used items of clothing, housewares, jewellery and furniture. The Boutique is comprised of paid staff and volunteers who accept, sort, prepare and sell donated items.

Our new location at 525 Dundonald Street requires a motivated, energetic and career-minded Assistant Manager to assist in the direction of all interaction with customers and donors to ensure effective and prompt customer service. This position will be responsible for assisting the Manager with all donor, staffing and customer service related matters, and shall assume all responsibilities during absences and vacations. As a Hospice Boutique employee, your role will exemplify our brand image as an ambassador, and will provide positive experiences to all customers.

DUTIES AND RESPONSIBILITIES:

- Work directly with the Manager to coordinate the daily staffing needs, sales requirements and daily operational duties
- Open and close the store as required
- Support cashiers to manage daily sales and end-of-day cash out procedures
- Support donations team to ensure donation process is efficient and donor engagement is always positive
- Support the Manager in creating and updating donor files
- Set and achieve daily, weekly and monthly sales targets in consultation with the Manager
- Work with Hospice administrative coordinator on social media related promotions
- Respond to customer/donor inquiries and concerns in a prompt, professional manner
- **Other:**
- Other duties as may be deemed necessary from time to time

Requirements:

- Minimum 2-3 years management experience in a retail setting
- Excellent communication skills
- Be familiar with all aspects of excellent customer service
- Be flexible and a team player
- Provide an environment of excellent customer service and donor experience
- Embrace the Hospice philosophy and abide by all Hospice policies and protocols.
- Maintain confidentiality.



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- Make workplace health and safety a top priority and comply with the established health and safety policies and procedures.
- Positively represent Hospice in the community.

To apply for the position of Assistant Manager with Hospice Boutique, forward your resume and cover letter detailing your experience to : info@hospicefredericton.ca with the subject line :Assistant Manager Position or drop off your resume to Judy at the Hospice Boutique, 525 Dundonald Street, Fredericton.

Deadline for Applications: March 25th, 2022.

Note: only those selected for an interview will be contacted.