



Job Title: Manager of Retail Services and Programs (Temporary Six-months Position)

Reports to: Executive Director

Working Conditions: The position is full-time (40 hours/week), with a competitive annual salary based on experience ranging from \$74,880 – \$114,400 per annum.

Work performed in person at My Sister's Closet's two retail locations and other locations as required. A flexible schedule and evenings and weekends will be required. In addition, the ability to stand for a long time and light lifting is required.

Organizational Overview

Established in 1979, BWSS – Battered Women's Support Services takes action to end gender-based violence and violence against women through community-based interventions, support services, legal and systemic advocacy, education and training, violence prevention and research and policy.

Founded in 2001, My Sister's Closet is a social enterprise of Battered Women's Support Services. As advocates of zero waste, eco-fashion and the thrift movement, we enable all genders to access beautiful new and second-hand clothing and locally made artisan creations by women.

Job Highlight

Inspiring and dynamic, the Manager of Retail Services and Programs oversees all the operations and aspects of the retail services and programs, ensuring it successfully supports and reaches the overall goals of BWSS.

Job Summary

As Manager of Retail Services and Programs, you work as a Retail Services and Programs Team member. You are responsible for the acquisition, inventory, and stock at both locations, building solid relationships with shoppers and donors and assisting survivors in accessing clothing. You are responsible for ensuring full volunteer coverage of shifts and ensuring the volunteer team is effectively supported through ongoing orientation, training, and retail development opportunities.

You'll Be Responsible For

Retail Services and Programs

- Overseeing and managing all the day-to-day aspects of the Retail Program at BWSS.
- Planning, developing, and implementing all merchandising and distribution activities of BWSS Retail Services and Programs and Retail Volunteers.
- Delivering merchandising and distribution activities as the program demands require, following the BWSS Statement of Philosophy, BWSS Feminist Ethics and BWSS Retail Program Standards.
- Working as a member of the Retail Program Team.
- Ensuring high-quality thrift fashion appears in each Retail Program location at the right time and in the right quantities.
- Assisting customers with purchases, completing sales during peak periods, and providing coverage where gaps exist.
- Cultivating and maintaining individual and corporate donors, ensuring an ongoing and sufficient supply of clothing and artisan items.
- Overseeing the performance of a range of clothing and artisan items and submitting monthly for the artisan item sales.
- Conducting research based on lifestyle concepts, trends, and store and community attributes and integrating research into all merchandising activities.
- Controlling stock levels based on forecasts for the season ensures that the Retail Program has optimum stock to maintain and increase sales.
- Managing the pick-up and distribution of stock with all BWSS retail locations.
- Creating and maintaining systems to ensure quality control and loss prevention.
- Identifying supply difficulties and dealing with them as and when they occur.
- Supervising and working with Retail Volunteer Coordinator to recruit, orient, train, supervise, schedule, and evaluate volunteers to perform merchandising and distribution activities.
- Maintaining monthly Retail Volunteer Network Meetings and working with Volunteer Coordinator in developing meeting agendas, training information, and training exercises.
- Facilitating conflict resolution with volunteers and the public as required.
- Addressing all maintenance, supplies, cleaning, and equipment needs at both physical stores.
- Coordinating photos of volunteers, merchandise, events, and the mission at both physical stores to be used for communications.
- Responding to critical incidents at both stores and submitting incident reports to Supervisor 24/7.
- Ensuring finances are being done regularly and reporting up-to-date sales and expenses.
- Performing other related duties as required.

Administration

- Ensuring daily sale totals of both physical locations are reported to the Retail Team.
- Forecasting profits and sales and preparing reports for Leadership Team
- Preparing sales reports daily, weekly, and monthly for Leadership Team
- Assisting with developing and implementing reporting and record keeping systems for the Retail Program.
- Conducting an inventory of BWSS Merchandise quarterly and reports to senior management
- As needed, participating on BWSS committees

- Assisting with the administration of all record-keeping and service delivery obligations of the Retail Program and all contracts with third parties, in keeping with the Society's legal and contractual obligations.
- Providing program statistics and program report writing.
- Coordinating payment of storage and other services rendered.

Community Relations

- Promoting public awareness and support of the BWSS Retail Program by producing promotional materials and attending community events.
- Representing BWSS Retail Program at public events.
- Presentation of merchandising-related material for distribution to appropriate parties
- Soliciting and responding to requests for public education, speaking engagements, and relevant community committees on BWSS Retail Program
- Facilitating communication with other feminist organizations concerned with violence against women and anti-oppression organizations promoting zero waste.
- In conjunction with the Leadership Team and Board of Directors, working to develop strong links and good public relations with community agencies.
- Maintaining current information about the policies and procedures of relevant community agencies.
- Recruiting and cultivating relationships with donors, shoppers, and volunteers.
- Adhering to the constitution, statement of philosophy, policies, and procedures of the Society.
- Striving to create trusting, respectful, and supportive relationships with the Leadership Team, other BWSS staff and volunteers.
- Open, direct, and honest communication with your Supervisor
- Regularly participating in team meetings, debriefings and consultation with BWSS Retail staff.
- Regularly participating in monthly program staff meetings.
- Regularly attending across agencies meetings and workshops.
- Readily discussing your work with BWSS colleagues and supervisor.
- Addressing personal issues during their work at BWSS by attending therapy, including EAP or other appropriate venues.
- Always representing the Society positively and professionally with the community.

Education and Experience

- Minimum two years of experience in a retail environment and experience managing volunteers.
- Minimum two years of recent supervisory or administrative experience
- Strong analytical and numerical skills
- Excellent planning, organizational, analytical, administration and problem-solving skills.
- Excellent project management skills.
- Excellent communication, facilitation, negotiation and change management skills.
- Excellent computer skills and a good understanding of new technologies within a dynamic work environment.
- Ability to communicate effectively, verbally and in writing.
- Ability to provide Leadership and supervision to staff and volunteers grounded in intersectional feminist understandings.

- Ability to establish and maintain effective working relationships with various internal and external contacts and to provide advice and assistance on matters related to the work.
- Ability to function independently and under pressure and to manage multiple projects simultaneously.
- Ability to make sound decisions on matters related to the work.
- Ability to perform administrative functions with limited administrative support.
- Satisfactory criminal record checks.

We Offer

- Paid vacation
- An excellent employee benefits package.
- A generous pension plan.
- Support for training and development.
- Paid statutory holidays.
- Generous leave provisions (sick time, special leaves).

Preferential and limited hiring assist BWSS in achieving diverse and equitable representation in the workplace and recruiting employees whose identities enrich how we accomplish our mission and serve the community; as a result, preference will be given to Indigenous women, Black women, racialized women, women who are disabled, femmes, transfeminine, and women from other equity-seeking groups.

Please send a cover letter and resume in (PDF format only) detailing how you meet or exceed these qualifications to Battered Women's Support Services endingviolence@bwss.org. Please include the Manager of Retail Services and Programs in the subject line. Deadline to apply February 18, 2023.

No phone calls or messages through social media, including LinkedIn, please.