BWSS Internal and External Job Posting

Volunteer Coordinator – Retail Program

My Sister's Closet

Full-time: 40 hours per week
Hourly starting rate: $30.95
Classification: JJEP Grid 12
Reports to: Manager, My Sister's Closet
Locations: Vancouver (both My Sister's Closet stores)
Application deadline: Monday, November 16, 2026, at 5:00 p.m. (Pacific Time)

Join the My Sister's Closet community

My Sister's Closet is more than a thrift store. It is a vibrant community where a love of fashion, reuse, and collective action supports Battered Women's Support Services' work to end violence against women.

Across two busy Vancouver locations, we are part of the thrift movement and the fashion revolution—keeping clothing in circulation, challenging disposable fashion, and connecting everyday choices with social and environmental justice.

Volunteers are the heart and soul of My Sister's Closet. Some have been with us for more than ten years; others joined last week. Together, they bring creativity, experience, care, and energy to the stores.

We are looking for a Volunteer Coordinator who wants to be part of this community and help it thrive.

About the role

The Volunteer Coordinator plans, implements, and oversees MSC's retail volunteer program. Working closely with the Manager and Retail Program Team, you will recruit and

welcome volunteers, coordinate training and schedules, maintain accurate records, and support meaningful participation across both locations.

This role combines relationship building with organization and follow-through. You will help volunteers feel connected, prepared, and valued while coordinating the practical details that support busy retail spaces.

What you will do

- Recruit volunteers through community relationships, outreach, and distribution of approved recruitment materials.
- Respond to inquiries and applications and guide applicants through orientation, documentation, training, and placement.
- Coordinate practical training, provide ongoing support and feedback, and maintain training records.
- Prepare and communicate volunteer schedules, respond to changes, and work with the Manager to address coverage needs.
- Maintain accurate volunteer information, attendance records, schedules, and program reports.
- Organize volunteer network meetings and support recognition, engagement, and opportunities for volunteers to share their ideas.
- Help keep the volunteer manual and orientation materials current and implement agreed improvements arising from feedback.
- Collaborate with the Retail Program Team on merchandising, customer service, donation handling, promotions, and community events, including assisting with pickup and delivery of donated products.

What you bring

- Minimum two years of experience in a retail environment.
- Minimum two years of recent supervisory or administrative experience.
- Minimum two years of recent experience managing volunteers.
- Strong planning, prioritization, communication, and negotiation skills.
- Accurate record keeping and consistent follow-through.
- Computer literacy with Excel, Word, and Outlook, and knowledge of social media platforms.
- A strong feminist analysis of violence against women and demonstrated ability to apply anti-oppression principles.
- Knowledge and experience working with survivors of historic racism and understanding the impacts of colonization and residential schools.
- Demonstrated ability to work respectfully with diverse marginalized communities in a social enterprise and retail environment.
- Experience in women’s organizations and nonprofit environments.

- The ability to work cooperatively with colleagues, volunteers, and community partners.
- A personable, flexible, and self-directed approach.
- A Class 5 driver's licence and satisfactory criminal record checks.

What we offer

- Full-time employment: 40 hours per week.
- Hourly rate starting at: $30.95
- Pension: Municipal Pension Plan participation.
- Paid vacation.
- Health and wellness benefits.
- Training and development to strengthen your skills and practice.
- A strong team of committed colleagues and volunteers.
- Work with purpose at the intersection of thrift, fashion, community, and ending violence against women.

Pension, vacation, and benefits are provided in accordance with eligibility requirements and the collective agreement. This position requires union membership.

Work schedule

The position has a flexible work schedule based on operational requirements seven days a week consistent with collective agreement provisions.

Work takes place across both My Sister's Closet locations and related activities and events across the Lower Mainland.

How to apply

Please send your cover letter and résumé to jobs@bwss.org, with Volunteer Coordinator – Retail Program in the subject line, by Monday, November 16, 2026, at 5:00 p.m. (Pacific Time).

Tell us about your experience supporting volunteers, coordinating busy environments, and your interest in joining the My Sister's Closet community.

For accommodation requests related to the application or interview process, please contact Elsa Guardia, Director of Operations, at operations@bwss.org or 236-878-3702.

We thank all applicants in advance. Only those selected for interviews will be contacted.

BWSS works on the unceded and unsurrendered territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilw̓ətaʔɬ/Selilwitulh (Tsleil-Waututh). We maintain deep relationships with Indigenous communities and organizations across British Columbia and other regions across Turtle Island.