



JOB OPPORTUNITY

MEOW Charity Thrift Shop Manager – North Location Full-time (40 hours/week)

- * **Submit resume and cover letter directly to careers@meowfoundation.com**
- * **PLEASE INCLUDE YOUR AVAILABILITY IN YOUR COVER LETTER**
- * **Posting closes when position is filled**

The Role

We are seeking a dedicated manager who integrates customer service, operational excellence with a passion for 'Thrift.' In this role you will mentor a diverse team of staff and volunteers, using your creative merchandising skills to curate a warm, inviting 'Thrift' environment to shop in that directly funds our mission for animal welfare.

The Thrift Store Manager is responsible for all aspects of the business including staffing, sales, operations, inventory, occupational health and safety, social media and merchandising.

The position reports to the Retail Operations Manager.

POSITION DETAILS

Staffing/Human Resources

- Manage, coach, and mentor employees and volunteers with a view to optimize productivity and increase sales.
- Recruit, hire and train new employees (approx. 1-3 part-time).
- Work with the MEOW Volunteer Coordinator to recruit and train new volunteers (approx. 50 casual.)
- Ensure all timesheets are submitted correctly and on time.

Sales

- Maintain current knowledge of market/trends - Analyze sales trends to make informed decisions.
- Manage stock levels and react to low levels as appropriate including soliciting donations.

- Plan and execute specials and promotions as seasons/stock levels dictate.
- Plan and execute special events i.e. 2 annual Bake Sales held at the shop.

Customer Support & Community

- Address customer complaints/feedback in a professional manner.
- Be the face of the MEOW Charity Thrift Shop, interacting with customers in-person and educating them on our charity and the fundraising efforts of the Thrift Shop.
- Engage with the local community representing MEOW as a good neighbor.
- Work with leadership to acquire vendor inventory as necessary.

Operations

- Manage all store operations and delegate responsibilities amongst the staff and volunteers according to skills and abilities.
- Cash handling experience; fiscal accountability; daily reconciliations
- Expected to work when the business sees the most activity.
- Assist with collection, processing, cleaning and pricing of donations.
- Uphold compliance with all legal, health, and safety guidelines.
- Improving operational systems, processes, and best practices.
- Inventory optimization
- Liaise effectively with Consignment and Contract Partners

Benefits & Perks

- Work with a caring and knowledgeable team of staff and volunteers.
- Free parking.
- Vacation pay, paid out biweekly. (4%)
- Health and Wellness Benefits.

Working Conditions

- This is a full-time position, approximately hours 40 hours/week.
- Regular weekend work, Saturday and Sunday availability, is required.
- Flexibility to work holidays required.
- Daily, this position requires the incumbent to sit, pull, push, crouch, stand bend, scoop, repeatedly walk up and down stairs, carry, climb ladders, walk, kneel, reach overhead, and lift up to 50 lbs.

Qualifications

- Experience in retail management (2 years preferred).
- Strong customer service orientation.
- Exceptional verbal and written communication skills.

- Responsible and punctual.
- Values kindness, respect and professionalism in the workplace.
- Organized and detail oriented.
- Self-starter and curious learner, with a passion for continually improving.
- Team player with a desire to mentor the team.
- Ability to lift 50lbs.
- Willingness to clean donated goods.
- Diplomatic, patient, and confident to help resolve issues and communicate kindly and effectively with others.
- Highly developed cooperation and collaboration skills. Exceptionally organized.
- Compassionate, mature, thoughtful judgement and behaviour.
- Computer literacy.
- Love for Cats!
- Strong interest to help MEOW foundation provide cat care through Thrift shop sales.

Interested candidates should submit their cover letter and resume to careers@meowfoundation.com

Only candidates that are selected for an interview will be contacted.

Further Information about MEOW Foundation is available at www.meowfoundation.com

Hours: 40 hours/week

Pay: \$18.50/hour

Location: 336 41 Avenue NE, Unit 110, Calgary, AB, T2E 2N3

About MEOW

Established in 2000, MEOW Foundation is a cat-specific registered not-for-profit organization with a no-kill mandate. MEOW is the only organization in Calgary that offers four foundational programs.

- 1) Rescue and Adoption provides food, shelter and medical care to stray and abandoned cats in Calgary and facilitates their adoption into new, loving permanent homes.
- 2) Subsidized Spay Neuter Assistance Program (SNAP) for Calgarian's in-need to assist with the cost of spay and neuter.
- 3) Trap Neuter Return (TNR) Program for feral cats.
- 4) Cat Food Assistance (CFA) is a temporary support program if you are in need of cat or kitten food.

Through our programs, we advocate for responsible, compassionate animal care and assist over 2500 cats each year.

MEOW is a well-respected member of the animal rescue and services community in Calgary and works closely with other local and Alberta based groups to change the lives and provide a future for abandoned and mistreated companion animals.