

HBSPCA Volunteer Position



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POSITION: Thrift Shop Ambassador

SHIFTS AVAILABLE: Monday to Saturday Shifts available – 9am to 1pm, or 1pm-5pm

LOCATION: 245 Dartnall Road

Join us in making a difference for animals in need and their human companions!

Role Overview

As a Thrift Ambassador, you will have the opportunity to make a positive impact in our community. Your responsibilities will include greeting customers with warmth and providing excellent customer service. You will help customers with inquiries about our store products and prices and assist with inventory transport, tracking, and management. Through your efforts in merchandising and sorting our products, you will contribute to enhancing the store displays and setting up and cleaning them regularly.

This role will play a critical role in accepting and sorting donations from the public and corporations, creating and printing price and product information tags, and efficiently checking out customers using our online POS system. You will also be responsible for maintaining a friendly, organized, and clean atmosphere in the store. **Above everything else, this role must take pride in the work they do** – every dollar earned from our Thrift Operations helps us serve more animals in need of our support.

Qualifications

We're looking for volunteers to participate in shifts between 9 am and 1 pm, and/or 1 pm to 5 pm Monday to Saturdays (ideally, at least one shift per week). It's also important to note that volunteers in this role must have the physical ability to lift and move heavy objects (up to 50 lbs). Your willingness to work in a team environment and adapt to changing tasks and priorities is highly appreciated.

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We're looking for strong organizational skills for inventory management and merchandising,

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attention to detail for accurate pricing and tagging, and basic computer skills for operating our online POS system are essential qualifications. For clarity, the qualifications for this role include:

- Some availability for 9 am and 1 pm, and/or 1 pm to 5 pm Monday to Saturdays
- Basic knowledge of retail operations is a plus
- Excellent communication and customer service skills
- Ability to lift objects up to 50 lbs
- Ability to work effectively in a team environment
- Valid driver's license for inventory transport (required)
- Agree to submission of a clean Police Check
- Fully COVID-19 vaccinated

Responsibilities

Your responsibilities will include greeting customers, providing information on products, assisting with inventory management, merchandising, donation processing, and maintaining a clean and organized space. For clarity, the general responsibilities include:

- Greet and assist customers with inquiries about products and pricing
- Transport inventory between locations
- Track inventory levels and assist with merchandising
- Sort and process donations from the public and corporations
- Create and label product information tags
- Operate the point-of-sale system for customer transactions
- Maintain a clean and inviting store environment

Training

At HBSPCA, we provide on-the-job training for using the online POS system and handling inventory, orientation to familiarize volunteers with our mission, values, and policies, guidance on customer service best practices, and safety training for handling donations and maintaining a clean environment. For clarity, training elements include:

- Orientation on our organization's mission and values
- POS system training
- Inventory management and merchandising techniques
- Customer service best practices
- Guidelines for maintaining a friendly and organized store space

Join our team of compassionate volunteers and become a vital part of our efforts to create a more humane community. Together, we can make a positive impact on the lives of animals and their human families. Apply today to become a Thrift Ambassador and help us in advancing our mission!