

Retail Coordinator Job Description

Job Title: Retail Coordinator

Departments: Retail Store, Receiving, and Warehouse

Reports to: Retail Operations Manager

The Grimsby Benevolent Fund (GBF) Community Services' mission is to meet our clients' basic needs and promote wellness throughout our community, while providing a safe and rewarding environment for our board, staff and volunteers.

GBF's Retail Store is the main source of revenue for our organization; its success is a key determinant of the size of investment we can make in our community's wellbeing. The 2023-2024 Business Plan retail operations impact goals include the following:

- To continue retail transformation (both internally and externally) to improve operations and the customer experience.
- To provide funding to improve the interior and exterior of the building.
- To continue to focus on scheduled and ad hoc sales events along with other options to increase revenues.

Position Overview

In general, the role of the Retail Coordinator is to lead and be accountable for planning, managing and evaluating the operations of the Retail Store, and all retail related activities. The Retail Coordinator works closely with the Retail Operations Manager, volunteers, and the general public.

Essential Role Responsibilities

Retail Operations

- Manage the day-to-day operations of the Retail Store.
- Set up and implement systems to manage intake, sorting, merchandizing, pricing and sale of donated items.
- Ensure goods and services produced meet or exceed GBF's quality standards.
- Be a positive, professional, leadership role model for all employees, volunteers, donors, clients, and/or customers by demonstrating:
 - respect and compassion towards everyone.
 - effective interpersonal communication.
 - excellent customer service skills.
 - effective problem solving, and
 - team spirit.
- Participate in relevant professional and marketing events as a representative of GBF. This may be outside regular scheduled hours.

Retail Management

- Participate in retail impact goal development, target setting, and implementation of retail objectives as per Strategic Plan.

- Ensure all Retail Store goals, targets and milestones are completed on time and within budget.
- Conduct data analysis and reporting as required, including provision of monthly Retail Store reports to the Retail Operations Manager.
- Recruit, train and supervise any direct reports and volunteers to ensure adequate resourcing of retail operations.
- Develop and manage the monthly volunteer schedule for the Retail Store.
- Responsible for volunteer follow up of new applications, volunteer orientations, tracking of volunteer hours.
- Ensure volunteer birthdays, sympathy cards etc. are acknowledged monthly.
- Ensure Workplace Health and Safety requirements are met, and documentation is filed.
- Ensure proper merchandise pricing, branding, restocking and inventory is conducted.
- Maintain housekeeping of the Store and surrounding areas – internally and externally.

Additional Requirements:

- Participate in relevant professional organizations as a representative of the company.
- Engage in ongoing training to attain advanced skills in the application of Microsoft Office, and other applications as required.
- Be CPR and First Aid Trained
- Be able to stand for long periods of time. Be able to regularly lift and move objects.
- Available to work Thursday and Friday evenings and Saturday on a rotation basis.

Role Expectations:

- Demonstrate a high level of professionalism and integrity, promoting GBF Community Service's community spirit and mission.
- Work effectively with a diverse group of individuals, including volunteers and GBF Clients – either independently with minimal supervision, or applying a collaborative team approach.
- Take the initiative to continually improve GBF's level of service.
- Demonstrate excellent time management skills in a fast paced, dynamic environment.
- While prioritizing and /or multi-tasking, pay attention to detail and accuracy.
- Maintain strong professional, interpersonal verbal and written communication at all times.
- Adhere to all GBF policies and procedures and ensure that others do the same.
- Promote and foster an environment in which proactive thinking and creativity are encouraged and rewarded.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.