



POSITION DESCRIPTION

Position: Student – Retail Sales Associate Hospice Thrift Boutique
Reports to: Hospice Thrift Boutique Manager
Remuneration: Hourly

WHO WE ARE

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: compassion, integrity, excellence, commitment, and collaboration.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

POSITION SUMMARY

Under the direction of our Hospice Thrift Boutique Managers, and in collaboration with the other members of the Hospice team, including volunteers, the Student Retail Sales Associate will be responsible for ensuring a welcoming shopping experience in our Hospice Thrift Boutique. This role will also include assisting customers with their needs, ensuring the boutique is organized and clean, and assisting in donation management and organization of the storage room. This role will also assist with Cashier duties as required.

DUTIES AND RESPONSIBILITIES

- Greet customers, answer their questions, and assist them with selecting and finding merchandise.
- Monitor those in the Thrift Boutique to help ensure loss prevention.
- Properly display all items and place them in an organized manner so that customers can find them easily.
- Perform the cashier function of checking in customers' purchases.
- Ensure the Boutique is clean, restocked, and properly organized.

- Assist with donation management as required.
- Assist with keeping the storage room clean, organized, and safe for users.
- Other duties as assigned.

Qualifications:

- Secondary or post-secondary student who will be starting or returning to a post-secondary university or college in the fall.
- Prior retail experience would be an asset.
- Is between the ages of 17 and 30 years of age (inclusive) at the start of employment
- Is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protections Act, S.C. 2001, c. 27 and is legally entitled to work according to the provincial legislation and regulations.
- Excellent communication skills, both verbally and written.
- Excellent organizational and workplace skills and able to work independently.
- Excellent customer service skills.

Other Skills and Abilities:

- A strong sense of dedication to the mission, values, and goals of Lionel Kelland Hospice and be a dedicated staff team member.
- Ability to handle difficult situations in a caring, empathetic manner with good judgement.
- Effective and respectful communication with staff and volunteers.
- Tact and discretion in dealing with and handling confidential information.
- Positive attitude and a willingness to “go the extra mile” when delivering quality service and building positive work environment.

Standards of Performance:

- The Student Retail Sales Associate must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans.