



POSITION DESCRIPTION

Position: Part Time Retail Clerk Keyholder, 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 Manager, and in collaboration with the other members of the Hospice team, including volunteers, the part time Retail Clerk Keyholder will be responsible for assisting in running the Boutique's operations and providing direction to volunteers. This position is also responsible for assisting customers with their needs, ensuring the boutique is organized and clean, and assisting in donation management and organization of the storage room. As well, this role will assist with cashier duties as required and will be a "keyholder" for opening and closing duties for the Boutique.

DUTIES AND RESPONSIBILITIES

- Assist with overall boutique operations, and be responsible for unlocking and locking the doors, counting tills, assigning tasks to volunteers, and ensuring all safety standards are met.
- 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, price them as directed, and place them in an organized manner so that customers can find them easily.
- Perform the cashier function of checking in customers' purchases as needed.
- 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:

- At least one year of prior retail experience is required, with experience in being a keyholder preferred.
- 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.
- Trustworthy.
- Positive attitude and a willingness to "go the extra mile" when delivering quality service and building positive work environment.

Standards of Performance:

- The part time Retail Clerk Keyholder must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this position description, in accordance with all Hospice policies and approved plans.