

Job Title: Donation Centre Customer Service Lead

Victoria Women In Need Community Cooperative (WIN) is a non-profit community service cooperative that provides programs to support women, trans, non-binary, and Two-Spirit people along their journey between crisis, self-sufficiency, and wellness. We run 5 resale shop locations as well as an online shop to be able to support us in funding our programs and operations.

If you are someone who likes working outside, enjoys customer service, wants to make a positive difference in your community, is committed to the environment and reducing waste, is proactive, and wants to grow and develop with the organization – then this is the job for you! The successful candidate will become part of a diverse team of dedicated people who work hard, are committed to a shared set of core values, and also enjoy their work.

Location: 555 Ardersier Road
Wage Range \$17.50 - \$18.50 / hour (with paid breaks)
Hours per week: 15-20 hours/week
Days of Shifts: Tuesday and Saturday

This is a hands-on position that is responsible for:

- Greeting and thanking donors, explaining criteria for accepting donations, assisting donors with their donations, and creating a positive donation environment,
- Ensuring that the donation centre is a positive and welcoming space
- Acting as team support and lead relating to donor service
- Providing a reassuring presence and being able to calmly resolve donation related issues
- Providing information regarding WIN and its programs, promoting WIN as an organization both internally and externally,
- Processing all donated items according to established quality and sorting criteria and WIN policies and procedures,
- Adhering to production standards/quotas as applicable,
- Adhering to proper recycling procedures, according to WIN standards,
- Maintaining a clean, tidy and organized work area.
- Actively contributing to production being a positive and welcoming and respectful space.
- Ensuring that all health and safety procedures are followed

Required Skills and Experience:

- Comfortable working outside receiving donations throughout the year
- Minimum 2 years working in a retail / customer service environment, preferably a thrift store retail environment,
- Resourceful, positive attitude and an excellent communicator,
- Strong leadership ability, with a strong attention to detail
- Excellent customer service skills, able to answer questions in a friendly and positive manner,

- Good knowledge of quality standards for second-hand goods,
- Knows about and values the work that WIN does in the community – must have an understanding of what WIN is all about,
- Able to work in a dusty environment, with possible heavy lifting (over 30 lbs),
- Ability to work as a member of a team and to contribute to a positive and cooperative work environment and maintain open communication with staff and volunteers.
- Able to closely adhere to health and safety procedures
- Able to work in a dusty environment, with repetitive motions related to receiving, moving and processing clothing and houseware donations (up to 20lbs), possible occasional heavy lifting (over 30 lbs).

WIN actively encourages applications from members of groups with historical and/or current barriers to equity, including, but not limited to, persons who identify as women, members of groups that commonly experience discrimination due to race, ancestry, color, religion, and/or spiritual beliefs or place of origin, Indigenous peoples, persons with visible and invisible disabilities, LGBTQ+persons, Trans and gender variant persons and others with the skills and abilities and knowledge to engage productively with diverse communities.

Please send your cover letter and resume by email to employment@womeninneed.ca.

Only candidates chosen for interviews will be contacted.