



Assistant Volunteer Coordinator

Reporting to: Store Manager

Location: 220 Crowchild Trail NW, Calgary, AB

Ten Thousand Villages is looking for a dynamic and energetic candidate to join our team. We are looking for someone with strong volunteer coordinating experience, social media, retail and event planning experience. The successful applicant must possess strong leadership qualities and have the ability to work in a fast-paced and ever-changing environment.

Salary: to be set according to qualifications/experience.

Job Purpose:

The Assistant Volunteer Coordinator will assist other staff and volunteers in the day to day operations in sales, customer service, planning special events, recruiting and training volunteers

Other Job Information:

This part time position (24 hours per week) reports directly to the Store Manager. Some over-time work (especially in the Christmas season, in-store events and volunteer training) is expected. Shifts will be during store hours, with some weekend and evenings. Any compensation time for over-time must be approved by the Store Manager.

Main Job Duties:

(Listed duties are illustrative, not restrictive.) As directed by the Store Manager:

- Develop a good working relationship with volunteer team
- Recruit new volunteers that will be a good fit for the stores
- Train volunteers with patience and empathy to build their confidence and grow their skills
- Ensure correct safety procedures are followed in the store
- Work with the manager to build morale, rapport and a sense of ownership amongst volunteers
- Coordinate the volunteer schedule and track volunteer hours
- Send out a weekly volunteer update via email
- Work with volunteers and other staff to build sales
- Plan and execute special events in the store to increase traffic and sales
- Create social media posts to engage followers and increase traffic and sales

- Oversee social media volunteers to ensure posts are consistent with store branding
- Put together gift baskets for promotion as directed by the Store Manager
- Assist with major floor and/or window changes
- Assist with merchandizing
- Learn product and artisan information and share this with customers through conversation, signage and product labels
- Keep the store neat, clean and attractive to customers
- Deliver good customer service by:
 - a. Acting on customer requests with a sense of urgency
 - b. Keeping customers fully informed by providing timely updates of products and availability
 - c. Consistently follow through on commitments
- Operate the computerized cash register and inventory system. Handle returns, customer complaints and special requests.
- Troubleshoot the cash register when required
- Work with other staff to manage the store in the manager's absence
- Coordinate at offsite sales
- Open and close the store
- Actively participate in ongoing training and personal development
- Perform other duties as requested by store manager

Job Specifications:

- Knowledge and strong support of Ten Thousand Villages' mission and the principles of Fair Trade
- Experience and/or training in retail sales preferred
- Experience and/or training in volunteer management preferred
- Good oral and written communication skills in English
- Proven good customer service skills
- Proficiency with current computer software
- Proven experience with event planning

Interested candidates are asked to forward their resumes to calgary.crowchild@villages.ca, clearly marked 'Assistant Volunteer Coordinator Position'.

Closing Date:

March 18th, 2020

Only those candidates selected for an interview will be contacted. Thank you for your interest.

The mission of Ten Thousand Villages is to create opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term fair trading relationships.