



Volunteer and Thrift Store Manager

JOB SUMMARY:

The Volunteer and Thrift Store Manager is responsible for building, training, supporting, engaging and celebrating volunteer initiatives at the Oakville & Milton Humane Society (OMHS). This position ensures that each department at OMHS has a vibrant team of engaged volunteers that support functions including animal care, fostering, adoptions, fund development, education, the thrift store and general operations. The Volunteer and Thrift Store Manager will also oversee OMHS' Barkin Bin Thrift store operations, lending administrative, marketing, merchandising and logistical support as needed.

REPORTS TO: Director of Community Engagement & Communications

WORKS CLOSELY WITH: All department managers or supervisors, as well as the Foster & Volunteer Coordinator

RESPONSIBILITIES:

- Develop, implement, monitor and evaluate all aspects of the OMHS volunteer program
- Work closely with the Foster & Volunteer Coordinator to support execution of volunteer and foster program
- Create and execute the department's annual operations plan, in conjunction with corresponding strategic priorities
- Manage department budget
- Set-up and execute the launch of a volunteer database, including onboarding, training and communications tools, and work in conjunction with the Foster & Volunteer Coordinator to maintain.
- Create policies and procedures for maintaining volunteer database and the volunteer program in general
- Work with OMHS staff to identify and evaluate the need for volunteer support for programs and services
- Oversee volunteer recruitment, screening and selection, as well as support training and orientation needs for each department
- Work with OMHS staff and Volunteer and Foster Coordinator to coordinate and schedule volunteers
- Develop and coordinate volunteer recognition, retention and evaluation activities
- Manage and execute volunteer awards with CEC Awards Selection Committee
- Maintain excellent communications with prospective and current volunteers
- Produce and maintain accurate reports, hours statistics, records and files
- Lead and foster an environment of teamwork and cooperation
- Participate in public relations, promotional, recruitment and fund development activities as required
- Develop an annual operations plan and manage the budget for the Thrift Store



- Oversee Thrift Store operations (purchasing, equipment, health and safety, policies, marketing support etc) and support volunteer thrift store team where needed
- Report writing as required
- Other Duties as requested and/or assigned

POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position:

- Post-secondary education in volunteer management, human resources or related field, or equivalent mix of job experience and schooling
- Minimum 3 years of volunteer management experience
- Experience in thrift stores or retail environments an asset
- Advanced experience with volunteer databases
- Effective leadership skills with experience and focus on supervision, mentoring and motivation of volunteers
- Possess strong organizational skills and attention to detail
- Demonstrate a professional level of verbal, written and listening skills
- Excellent interpersonal and relationship building skills
- Ability to function effectively in a fast-paced work environment
- Strong sense of teamwork and collaboration
- Demonstrate ability to think creatively and independently, with a strong ability to problem solve
- Travel to offsite events as needed
- Holds valid Ontario driver's license

This position typically involves working in a shelter environment with exposure to animals of various species and sizes. It requires occasional evening, weekend, or holiday hours to accommodate the needs of the organization. The job may also involve physical tasks such as lifting, bending, and standing for extended periods.

Note: This job description is intended to outline the general nature and level of work performed by individuals assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required. Management reserves the right to amend and change responsibilities to meet organizational needs as necessary.

PHYSICAL ACTIVITY

During an 8-hour workday, team members may engage in the following physical activities:



- Standing/Walking: Duration at one time: 1-3 hours
- Sitting: Total hours per day: 4-7 hours
- Driving: As required
- Lifting/Carrying: Minimum weight: 15 lbs
- Maximum weight: 50 lbs; with support, up to 50 lbs
- Lifting/Carrying: Frequently: Up to 15 lbs Occasionally: Up to 30 lbs
- Height to lift: 2-4 feet
- Distance to carry: Up to 50 yards

Hand Use for Repetitive Tasks:

- Simple typing, grasping, pushing, pulling, fine manipulation

Additionally, team members should be capable of:

- Frequently: Bend, Squat, Kneel, Climb, Reach up to 3 feet.