



# Re-Build-It Manager

Whistler Community Services Society (WCSS) provides inclusive support and is an advocate to create and build a healthy community. We value trust, respect, advocacy, and collaboration. As an accredited charity by Imagine Canada, we uphold the highest level of standards to improve our organization.

## Job Summary

The Re-Build It Centre (RBI) sells items such as pre-loved furniture, appliances, clothing, art, tools, and sporting equipment. The RBI is a vital part of the organization and community by supporting all social services through waste diversion and funding generation.

The RBI Manager is responsible to organize, plan and direct the donations which generate funds to support WCSS community programs, facilitate the circular economy, and divert waste from landfills. The RBI Manager motivates and leads the team members to provide excellent customer service and waste diversion best practices. This position is also responsible for overseeing the Tool Lending Library and Bottle Refundable programming at WCSS. The RBI Manager is a representative of WCSS and the organization's values.

## Job Duties and Responsibilities:

- Fiscal management of RBI including budgets, revenue, and expenditures, ensuring accuracy and compliance with WCSS policies and procedures.
- Manage the team to include recruitment, communication, scheduling, training, and performance management.
- Ensure smooth and efficient store operating procedures.
- Manage inventory and provide waste diversion statistics to the Executive Director when requested.
- Collaborate with the Re-Use It Centre to ensure similar pricing, standards, and seasonal turnover of stock.
- Maintain the appearance of the RBI to a high standard, maintain a safe environment for staff and customers with an eye for upgrading the image of the store.
- Operate, maintain, and grow the Tool Lending Library, its membership and tool data base.
- Diligent and accurate tracking of Bottle Refundable program whilst maintaining and growing relationships with partners
- Ensure the safety and maintenance schedule of the company truck and conduct employee training for its use.
- Ensure all team members are aware of and follow WCSS policies and procedures including Occupational Health & Safety regulations.
- Maintain quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.
- Follow up in a timely manner on all customer concerns and refer to the Executive Director when appropriate.
- Maintain confidentiality in all customer service interactions.
- Assist with the development of the RBI's social media marketing.
- Additional tasks and community events may be assigned by management outside of store hours from time to time.

## Qualifications:





- Minimum 1 year of previous experience managing a team.
- Several years in a customer service role is considered an asset.
- Mechanically minded, good with tools and machinery.
- Able to make minor repairs or maintenance to furniture.
- Ability to handle customer inquiries.
- Strong leadership and conflict resolution skills.
- Excellent communication and organizational skills.
- Passion and knowledge for waste diversion would be advantageous.
- Familiar with Work Safe BC regulations, policies, and procedures.
- Positive and enthusiastic attitude towards customers, donors, and team members.
- Works well on a team, self-motivated, and able to work in a busy and fast paced work setting.
- Must be considerate and respectful for the privacy of all customers, donors, and team members.
- Required to provide a criminal record check.
- Must hold a valid BC driver's license, provide a driver's abstract and be comfortable driving the company truck.
- Familiarity with Google Suites software considered an asset.

#### Working and Physical Conditions:

- May be exposed to moderate level of noise in an indoor setting.
- May require standing for long periods of time.
- Required to lift and move donations that can weigh approximately 50 lbs.
- Use of handheld tools and equipment.
- Work is conducted both indoors and outdoors.

