



## TEEN CHALLENGE CANADA

### JOB DESCRIPTION – VDP SUPERVISOR

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|-----------------------------|------------|--------------------|-------------|
| <b>Terms of Employment:</b> | Full Time  | <b>Department:</b> | VDP         |
| <b>Position Type:</b>       | Supervisor | <b>Reports To:</b> | VDP Manager |

#### THE OPPORTUNITY:

The primary responsibility of the Vehicle Donation Program Supervisor is to work alongside the VDP team to provide oversight of the VDP operations. Responsibilities include supervising the VDP Admin Assistant, Transportation Coordinator and Receptionist and clients, and coordinating Haul Truck Operators (who report to the VDP Manager) ensuring operations are running smoothly, maintaining donor and customer satisfaction, ensuring adherence with Teen Challenge's policies and procedures, applying conflict resolution techniques as required, executing professionalism, and maintaining a safe and clean work environment at all times.

#### CULTURE:

We continue to focus and help create an environment where employees, clients and visitors are treated with dignity and respect. Fairness, individual development and recognition, teamwork, support for family and community are all hallmarks of Teen Challenge's workplace. We are committed to doing meaningful work on a motivated team. With passionate staff across Canada, we aim to continually strengthen our community of care and responsibility, grounded in mutual respect, by daily upholding our Christian values and enhancing teamwork to serve our clients better.

#### JOB DUTIES AND RESPONSIBILITIES:

##### Supervision

- Supervise employees and clients, and coordinate work to ensure productive operations
- Ensure all Teen Challenge clients experience a safe and supportive working environment aligned with their program objectives
- Address employee concerns and apply conflict resolution strategies as needed
- Oversee employee scheduling to ensure proper driver coverage
- Ensure that all reporting employees and assigned clients adhere with Teen Challenge's policies and procedures
- In partnership with the VDP Manager, foster positive morale within the Vehicle Donation Program by modeling strong business practices and relational ethics when interacting with employees, clients, volunteers, donors, and customers

##### Sales and Operations

- Support the Manager with invoicing and the use of Simply Accounting to track weekly and monthly vehicle donation revenue
- In Manager's absence, complete vehicle appraisals; ensure timely preparation of vehicle records and reports; oversee health and safety; coordinate maintenance and repair of vehicles and equipment; and conduct quarterly audits of Teen Challenge fleet vehicles to ensure they are in good working order and up to date on required servicing
- Ensure all information in CRM is up-to-date and conduct regular audits for accuracy
- Ensure all insurance records are current and accurate for Teen Challenge vehicles and drivers

##### Administrative

- Provide backup support to the VDP Coordinator and Receptionist by responding to donor and customer inquiries and resolving complaints effectively
- Support the Receptionist and VDP Coordinator in addressing donor and customer questions and concerns professionally, ensuring positive outcomes
- Support Admin Assistant with invoicing and bookkeeping expenses and sales
- Prepare written scripts for staff to use when serving donors
- Approve VDP employee Timesheets
- Oversee petty cash, bank deposits and all Ministry of Transportation paperwork
- Assist the Manager in developing and maintaining Vehicle Donation Program policies; ensure staff and clients receive appropriate training and that follow-up activities (e.g., meeting minutes) are completed

#### **Health & Safety**

- Ensure that all health, safety and security regulations are followed and required standards are met
- Schedule and oversee facility contracts including but not limited to building cleaning and rodent control
- Maintain a clean and safe working environment at all times
- Ensure all work is conducted in compliance with Teen Challenge policies and procedures
- Ensure the health and safety of workers including ordering personal protective equipment

#### **Other duties as assigned by the Vehicle Donation Program Manager**

#### **QUALIFICATIONS, SKILLS AND ABILITIES:**

- Minimum of Grade 12 high school diploma
- Minimum of 3 years of relevant work experience
- Canadian Personal Property Appraiser (CPPA/OMVIC) qualification preferred and/or required in the future
- Valid Driver's License and clean abstract
- Effective leadership skills, with a strong focus on operations and business processes
- Ability to identify key issues and develop creative, strategic solutions to overcome challenges
- Strong written and verbal communication skills
- Strong administrative skills and positive team attitude
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- High level of independent judgment, reasoning, resourcefulness, flexibility, adaptability, and discretion
- Demonstrate ability to clearly transmit and receive information by email, phone and in person
- Proficient in Microsoft Office Productivity Software
- Excellent attention to detail and ability to adapt within a fast-paced, changing environment
- Self-motivated, results-driven and able to work well under pressure
- Excellent time management skills and ability to prioritize and organize tasks at hand
- Apply patience, kindness and compassion on a daily basis
- Ability to coordinate, motivate and inspire clients and volunteers

#### **WORKING CONDITIONS:**

- Work is conducted both indoors and outdoors
- Ability to stand and bend on a regular basis
- Work environment may range from calm to fast-paced depending on daily operational needs

#### **OUR VALUES:**

**We Are Christian** - We believe that God is the catalyst for change for people with life-controlling drug and alcohol problems.

**We Are Committed To Those Who Are Addicted** - We believe that a balance of love, accountability and training are required to prepare the individual for successful re-entry into society.

**We Value People** - Our clients, donors, staff, volunteers, churches, board members and advisory councils are appreciated and worthy of respect and honour.

**We Are Stewards** - We are committed to managing wisely all resources entrusted to us recognizing that we are ultimately accountable to God.

**There Is Hope!** - Life-controlling addictions can be permanently overcome!

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| <b>Approved By:</b>   | Director of Human Resources & Culture |
| <b>Date Approved:</b> | June 9, 2026                          |
| <b>Date Reviewed:</b> | June 12, 2026                         |