

TEEN CHALLENGE
TEEN CHALLENGE CANADA
THRIFT STORE ASSOCIATE
JOB DESCRIPTION

Terms of Employment:	Part Time	Department:	Thrift Store
Position Type:	Associate	Reports To:	Thrift Store Manager

THE OPPORTUNITY:

The primary responsibility of the Thrift Store Associate is to work alongside the Thrift Store team to ensure that the Thrift Store is operating effectively. Responsibilities include, preparing the store for opening, or closing, unloading and sorting donations, restocking inventory, working the cash register, maintaining customer satisfaction, and assisting with overseeing the volunteers.

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 & RESPONSIBILITIES:

- Greet customers and provide guidance on where they may find items within the store, while maintaining a high level of customer service
- Prepare merchandise for purchase by loading/unloading donations and restocking inventory
- Assist with setting up merchandise displays
- Work in partnership with the Thrift Store Managers, students, and volunteers to maximize store sales and in-store presence
- Assist with training and supervising volunteers
- Maintain a professional appearance, demeanour, and attitude at all times
- Process customer sales and returns by operating the cash register
- Ensure store is clean and customer ready
- Maintain a high level of product and service knowledge

Other duties assigned by the Thrift Store Manager

QUALIFICATIONS, SKILLS AND ABILITIES:

- Grade 12 high school diploma considered an asset
- Ability to work in a fast-paced environment
- Excellent customer service, interpersonal, organizational and communication skills
- 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 volunteers
- Excellent attention to detail and ability to adapt in a changing and fast paced environment

WORKING CONDITIONS:

- Manual dexterity required to use desktop computer and peripherals

- Intermittent physical activity including walking, standing, sitting, and lifting
- The atmosphere may vary from a calm to a fast paced setting depending on daily events
- Operate equipment including computer, photocopier, cash register, debit machine, and other office equipment as necessary
- Overtime and may be required

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!

Approved By:	Director of Thrift Store
Date Approved:	August 6, 2026
Date Reviewed:	August 6, 2026