



Home Reno Heaven Store Supervisor

Position Summary

The Store Supervisor plays a key leadership role in the daily operation and growth of Home Reno Heaven. This position oversees store operations, staff and volunteer coordination, sales promotions, and customer experience while ensuring alignment with HRH policies and the mission of CSHO. The ideal candidate is organized, people-focused, and retail-savvy. We are looking for someone who is excited to bring new ideas to the store while working with our volunteers and staff to support and grow HRH.

Key Responsibilities

Store Operations & Sales

- Supervise day-to-day retail operations, ensuring a safe, welcoming, and well-organized store environment
- Oversee cashier duties, cash handling, POS accuracy, and end-of-day procedures
- Manage pricing and product presentation to maximize sales and consistency across the store
- Support planning and execution of sales, promotions, and seasonal campaigns
- Monitor inventory flow and merchandising to support revenue growth
- Prepare weekly deposits

Team & Volunteer Coordination

- Support, train, and schedule staff and volunteers
- Provide clear direction, coaching, and feedback to ensure positive engagement and performance
- Foster a respectful, inclusive, and mission-driven workplace culture
- Act as a point of contact for volunteers during shifts

Marketing & Community Engagement

- Coordinate regular social media updates highlighting store items, promotions, and impact
- Support in-store signage and promotional materials
- Assist with fundraising and community engagement initiatives
- Represent HRH professionally to customers, donors, and community partners

Policies & Mission Alignment

- Ensure consistency with HRH and CSHO policies and procedures
- Uphold safety standards and operational guidelines
- Contribute ideas and feedback to support continuous improvement and store growth

- Actively support the mission of CSHO through responsible retail practices

Qualifications & Skills

- Minimum 2 years of retail experience with supervisory experience preferred
- Experience working with volunteers
- Strong customer service and interpersonal skills
- Comfortable handling cash, pricing, and POS systems
- Organized, reliable, and able to manage multiple priorities
- Alignment with the mission and values of CSHO and social enterprise work
- Valid criminal records and vulnerable records check

Work Schedule

- 35 hours per week
- Monday to Friday with occasional evening or weekend work possible

Why Join Home Reno Heaven

- Be part of a mission-driven organization making a real community impact
- Work in a values-based, collaborative environment
- Help grow a social enterprise that directly supports affordable housing initiatives

Salary: \$40,000 - \$45,000 annually

To Apply:

Please submit your resume and a brief cover letter outlining your interest in the role and connection to the mission of Home Reno Heaven and CSHO to kwalde@csho.ca.