



Title: Retail Thrift Store Associate (4 spots available)

This program is funded through the United Way of BC's Work Experience Opportunities Grant (WEOG). Please see FAQ's at the end of this document for more information.

Store: Thrift & Fund by Low Entropy Foundation

Location: #408 - 552 Clarke Rd, Coquitlam, BC

Stipend: \$3,000 maximum (200 hours); paid out biweekly

Hours: 10-12 hours per week, up to a maximum of 200 hours

Term: October 14 2025 - February 28 2026

Schedule: A combination of daytime, evening, and weekend shifts

Our Mission

[Low Entropy Foundation](#) is a charity that enhances the social and economic wellbeing of vulnerable individuals across all cultures, with a strong commitment to honoring the traditions and perspectives of Indigenous and multicultural communities.

Summary: As a Retail Thrift Store Associate, you will play a key role in providing excellent customer service, sorting and pricing donations, and contributing to the overall success of our thrift store.

Responsibilities:

1. Customer Service:

- Greet customers warmly and provide exceptional service throughout their shopping experience.
- Assist customers in finding items, answer product-related questions, and provide guidance on store layout

2. Sales and Checkout:

- Process sales transactions efficiently using the point-of-sale system.
- Accurately handle cash, credit card payments, and provide receipts.
- Maintain a tidy and organized checkout area to ensure a smooth purchasing experience.

3. Merchandise Display:

- Maintain an attractive and organized store layout by replenishing shelves, racks, and displays with new items.
- Ensure all merchandise is properly priced and labeled.

4. Cleaning and Maintenance:

- Keep the store clean and presentable, including sweeping, mopping, dusting, and organizing.
- Address any spills or messes promptly to ensure a safe and pleasant shopping environment.

5. Donation Processing:

- Accept and sort incoming donations, ensuring they are clean, in good condition, and ready for sale.
- Organize and transfer processed donations to the sales floor promptly.

6. Product Knowledge:

- Familiarize yourself with the products, including clothing, accessories, household items, and more.
- Provide basic product information to customers when needed.

7. Promote Sustainability:

- Highlight the thrift store's mission of sustainability and environmentally-friendly shopping.
- Encourage customers to support the store's goals through their purchases and donations.

8. Team Collaboration:

- Work closely with team members to achieve store goals and foster a positive and supportive atmosphere.

Qualifications:

- Passion for thrift shopping, sustainable practices, or environmental causes is desirable.
- Intermediate knowledge of brand names.
- Intermediate communication and interpersonal skills (engaging with customers, team members, and supervisors).
- Intermediate organizational abilities and attention to detail (sorting donations, pricing, and cash handling).
- Ability to work in a fast-paced environment while maintaining a positive attitude (balancing cashier duties, customer service, and donations).
- Conflict resolution and problem-solving abilities to address customer or team concerns effectively.

Eligible Work Experience participants include:

- BCEA clients including:
 - Income Assistance (IA)
 - Disability Assistance (DA)
 - Hardship Assistance (HA) recipients
 - Income assistance through the Person with Persistent Multiple Barriers to Employment (PPMB) benefit
- Indigenous individuals on reserve or within treaty lands receiving or eligible to receive federal assistance.

Training & Workshops

- Orientation and Training will occur the first week of the placement
- Please note that training and workshops may be held in these locations:
 - Thrift & Fund: #408 - 552 Clarke Rd, Coquitlam
 - Bettie Allard YMCA: 555 Emerson St, Coquitlam (behind Thrift & Fund)
 - Poirier Library: 575 Poirier St, Coquitlam
- Additional training and workshops will be scheduled throughout the placement and will include: customer service, cashiering, conflict resolution, resume and LinkedIn, and more.

To Apply:

Email your resume in PDF format to:

Ness Gale, Executive Director
ness@lowentropy.org

Please include the subject line: WEOG Retail Thrift Store Associate

Frequently Asked Questions**Is the Work Experience Opportunities Grant (WEOG) an employment program?**

No. WEOG is work experience, not employment. Participants receive a stipend, not wages.

BC Employment and Assistance (BCEA) clients who participate in work experience are specifically exempted from being considered “employees” under the Employment Standards Act through Section 32(3) of the Employment Standards Regulation.

How will clients benefit from these placements?

The grant was made available to non-profit organizations to deliver work experience placements for BCEA clients who will receive financial support to develop life and essential skills to aid them in their connection to the labour market and provide enhanced community benefit.

How do I confirm my eligibility?

Participants are required to demonstrate their eligibility (i.e. proof of deposit, letter, statement, etc.) as we recognize that each participant's circumstances are unique. Any individuals who are unsure of their eligibility should seek assistance from their local BC income assistance office in person, online via their My Self-Serve (MySS) account, or call 1-866-866-0800 during regular business

hours. Service BC offices assist in smaller communities where no dedicated income assistance office exists.

Is the WEOG payment to participants considered a wage?

No. WEOG is work experience, not employment. Participants receive a stipend, not wages.