



Retail Operations Associate - Volunteer Services - 1 position	Posting #: 57171
Volunteer Services	Posting Date: October 13, 2026
St. Joseph's Hospital - London, ON	Submission Deadline: October 19, 2026
Temporary Full Time	Stacy Kearns, Human Resources
Non-Union	Salary Range: \$38.62 - \$45.42 /hour

Temporary position anticipated to extend until October 31, 2027, with the possibility of extension and is subject to the availability of work.

The gift shops and variety stores operate across St. Joseph's Health Care London's five primary sites, providing retail services to patients, residents, and visitors while generating funds to support clinical initiatives and capital projects.

Reporting to the Manager, Volunteer Services, the Retail Operations Associate supports inventory control, receiving and distribution, retail technology systems, and operational processes for St. Joseph's retail stores.

The role ensures the accurate movement and tracking of merchandise and maintains a Point of Sale (POS) system, inventory, and operational records to support efficient revenue generating retail operations. In collaboration with the Vendor Relations Associate, the incumbent supports inventory management, merchandise flow, and operational effectiveness across all locations. Travel between all St. Joseph's sites, including the Southwest Centre for Forensic Mental Health Care in St. Thomas, is required.

Essential Qualifications

- Post-secondary diploma in Business Administration, Supply Chain Management, Logistics, Retail Operations, Technology or related field
- 3 years progressive experience in retail operations, inventory control, logistics, receiving, distribution, retail systems administration or a related environment.
- Intermediate level knowledge of MS Office applications, particularly Excel and retail technology platforms
- Knowledge of a Safety Culture in a Health Care Setting in compliance with Occupational Health and Safety Act (OHSA) and commitment to act as a supervisor under OHSA.
- Demonstrated proficiency administering or supporting a retail Point of Sale (POS) system, including product maintenance, pricing updates, reporting, troubleshooting and user support
- Demonstrated knowledge of inventory management principles, including cycle counting, variance identification, and merchandise distribution
- Strong communication and negotiation skills with the ability to establish and maintain effective working relationships with vendors and suppliers to support merchandise sourcing, ensure the timely availability of products, and resolve ordering, delivery, and inventory-related issues
- Demonstrated ability to develop and deliver effective training to stakeholders on retail system and operational processes
- Well-developed time management and organization skills
- Strong ability to support system enhancements and procedural changes by communicating updates and training users on new processes

Preferred Qualifications

- Proficiency in French would be an asset

Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*