



POSITION DESCRIPTION

Customer Engagement Officer - Retail

Location:	Vinnies Braddon Retail Centre
Department:	Commercial Operations
Reports to:	Braddon Retail Centre Manager
Direct reports:	Volunteers
Classification:	Retail Level 2.1

Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people—members, volunteers and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

Opportunity

The Customer Engagement Officer will work in a Vinnies Shop under the direction of the Retail Centre Manager, delivering a welcoming, safe and positive retail experience for customers, donors, staff and volunteers.

This role is primarily focused on front-of-house customer engagement. As the first point of contact in the shop, the Customer Engagement Officer sets the tone for the customer experience by providing a visible, friendly and professional presence, actively greeting customers as they enter and exit the store and supporting positive interactions throughout their visit.

A key focus of the role is supporting a safe and respectful shopping environment. Through proactive engagement, situational awareness and calm communication, the Customer Engagement Officer plays an important role in deterring theft, reducing conflict and supporting early intervention in challenging situations.



The role includes providing clear information to customers and donors about donation processes, accepted and restricted items, and general information about Vinnies programs and services where appropriate. The Customer Engagement Officer may also be the first point of contact for companions seeking assistance and will support appropriate referral pathways.

Key Responsibilities

The Customer Engagement Officer is responsible for:

- Providing a warm, professional and consistent greeting to all customers entering and exiting the shop, creating a welcoming and inclusive environment.
- Maintaining a visible front-of-house presence to support customer engagement, deter theft and promote appropriate behaviour.
- Actively engaging with customers to offer assistance, provide direction and answer general enquiries.
- Undertaking bag checks in line with Vinnies policies and procedures, ensuring interactions are respectful and professional.
- Monitoring customer behaviour and store activity, identifying potential risks or concerns and escalating matters promptly to senior staff or the Centre Manager.
- Supporting senior staff and the Centre Manager in managing difficult customer situations, including those involving frustration or aggression, using calm communication, de-escalation techniques and sound judgement.
- Supporting retail operations as needed, including tasks such as assisting on registers, tagging, hanging and sizing stock; replenishing stock and displays; maintaining shop floor presentation standards; rotating merchandise; and completing general store duties such as cleaning and tidying.
- Providing information and guidance to donors regarding donation processes, acceptance criteria and safe donation practices.
- Ensuring all Workplace Health and Safety requirements are applied in daily tasks and interactions.
- Demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspectives and adhering to the policies and procedures of the Society, including the organisation's Values and Code of Conduct.
- Undertaking retail and customer service activities to maximise the customers experience whilst in the shop and achieving our retail goals, providing a high standard of customer service to ensure repeat business and high level of customer satisfaction.
- Performing other duties consistent with the position classification level and skills.

Capabilities, Knowledge, and Experience

To be successful in the role you will have:

- An understanding of, or experience working in, a retail environment with regular customer interaction.
- Previous experience as a Retail Assistant, Customer Service Officer or in a similar customer-facing role.



- Demonstrated ability to build rapport with customers and create a positive, welcoming atmosphere.
- Demonstrated ability to manage challenging customer interactions, including confrontation or aggression, in a calm, respectful and professional manner.
- Strong communication and interpersonal skills, with the ability to remain composed under pressure and follow escalation procedures.
- An enthusiastic, customer centric style, with a flexible and 'can do' attitude, and a demonstrated willingness to help others.
- Ability to work as a team member with both employees and volunteers, actively contributing to creating a sense of commitment to organisational goals, that draws on the strengths and expertise of all employees and volunteers.
- Proven communication and interpersonal skills, with the ability to work with a diverse range people, building and maintaining effective relationships, winning rapport.

Your Eligibility

To be eligible for employment at the Society applicants:

- must hold working rights in Australia.
- the ability to work in a physically demanding environment which requires active movement and at times lifting of items (bags up to 15kgs) within National Standard for Manual Handling guidelines.
- if offered employment the successful applicant will be required to undergo a police record check and will successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.

Note: Rosters are set across a seven-day week and may include weekends, public holidays or evenings, depending on the shop's needs. The Customer Engagement Officer may be called on to work at other locations or events from time to time. Specific work days and hours will be confirmed with your supervisor. As a retail operation work may be required on public holidays and through peak holiday periods such as Christmas and School Holidays. Appropriate penalty rates will apply for work outside normal business hours and/or weekends and /or Public Holidays.



Work Environment Checklist – Customer Engagement Officer – Retail

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position’s supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant’s suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4	Equipment Use	0	1	2	3	4
Prolonged sitting		x				Car/Truck	x				
Prolonged standing					x	Forklift	x				
Lifting from the ground			x			Pallet Jack	x				
Lifting above chest height			x			Computer/Keyboard	x				
Lifting/carrying 15kg			x			Kitchen appliances		x			
Reaching/stretching arms			x			Environmental	0	1	2	3	4
Repetitive arm/shoulder work			x			Low lighting		x			
Bending/leaning forward			x			Strong lighting		x			
Turning/twisting			x			Prolonged Noise		x			
Kneeling or squatting		x				Dusty environments		x			
Pushing/pulling			x			Vibration		x			
Fine motor skills/manipulation			x			Uncontrolled temperatures			x		
Use of ladders/stairs		x				Work outside – no shelter	x				
Trip hazards, uneven flooring		x				Work in client homes	x				
Other	0	1	2	3	4	Chemical/Biohazard	0	1	2	3	4
Work in isolation	x					Infectious Waste	x				
Remote work	x					Flammable Substances	x				
Psychosocial demands				x		Fumes/aerosols	x				
Critical incident response				x		Hazardous substances		x			
Additional Potential Hazards:											
Supervisor Name: Julie Bartley							Date: 24 June 2026				