

Position Description

Position Title	Shop Assistant	Department	Retail
Location	Various	Direct/Indirect Reports	Volunteers
Reports To	Area Manager	Date Revised	July 2022
Industrial Award	General Retail Industry	Award Level	3
Job Level	Team Member	Red Cross Job Grade	2
Job Requirements (licenses / compliance screening) <i>Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.</i>	• Police Check - every 5 years	Job Evaluation Number	HRC0071909
Special Measures			

Position Summary

The purpose of the Shop Assistant role is to drive sales, donations, and volunteer applications through providing exceptional customer service and advice, in order to achieve financial and non-financial targets.

Position Duties

Key Responsibilities / Accountabilities

Sales and Customer Service

- Generate sales through both back room and shop floor activities, as directed, to achieve store budgets.
- Provide high level of customer engagement in line with Australian Red Cross customer service standards
- Support Line Manager in any shop activities including promotions e.g. VIP events, sales etc
- Process all sales through the POS/EFTPOS accurately in-line with retail policy and procedures

- Ensure stock is sold as per the price on the ticket
- Manage customer complaints when necessary and provide a solution
- Ensure Australian Red Cross service information is readily available to customers. Actively promote the benefits, activities and opportunities of the Red Cross to the community

People Management

- Contribute and uphold a positive culture within the store. Maintain a high standard of personal presentation
- Maintain confidentiality and privacy in matters relating to the store, customers, procedures and security
- Provide Volunteers with support and guidance
- Always represent Australian Red Cross in a professional manner in accordance with the Ethical Framework
- Promote a proactive approach to Workplace Health & Safety [WHS] in accordance with the WHS Management system
- Identify hazards, assess risks and report incidents as required in-line with the WHS policy
- Actively participate in the Red Cross Performance Review and Development (E-Learning) process to identify personal targets and development and career opportunities
- Recruit, induct and support volunteers
- Manage & lead store volunteers in the absence of the Shop Manager

Store Operations

- Effectively utilise company tools and resources e.g. policy and procedures, newsletters, and forms
- Ensure that the shop is opened and closed in line with procedures as directed by the Line Manager
- Follow stock management procedures (including sorting and pricing etc) as directed by the Line Manager
- Adhere to set trading hours and follow the opening and closing checklist
- Maintain Visual Merchandising and housekeeping standards in-line with guidelines and directives

- Ensure the external and internal store is kept tidy & clean and within WHS guidelines. Assist the team at the end of the day's trade to prepare the store and backroom for the next day's trade
- Maintain an awareness of internal and external loss prevention and reporting processes
- Participate in regular meetings with store manager to keep them abreast of any issues & concerns regarding the store or store team

Key Relationships

- Shop Manager, Assistant Manager and/or Leader
- Shop team members (staff and volunteers)
- Red Cross customers

Person Requirements

Key Behavioural and Technical Capabilities

- Strong interpersonal and communication skills with the ability to quickly build rapport with others
- High customer service orientation and ability to build strong customer relationships
- Ability to work effectively as part of a team, treat others with respect and create an inclusive welcoming environment
- Sound presentation and visual merchandising skills
- Ability to maintain an awareness of current fashion trends and brands
- Proven reliability and punctuality
- A positive, can-do attitude with a proven track record of exceeding goals
- Takes ownership and identifies solutions rather than waiting for others to lead
- Ensure all compulsory e-learning is completed as per organisational requirement and timeframe

Experience

- Demonstrated experience working in retail and/or customer service front facing customer service roles

Wellbeing, Health & Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Our Commitment

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Code of Conduct (Our Code) and Child Protection Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities