

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Store Assistant	Department	MF&C - Retail
Location	Retail Stores Various <i>Flexibility to work across multiple stores as required.</i>	Direct/Indirect Reports	Volunteers
Reports to	Store Manager	Date Revised	7/01/2015

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them daily.

■ Position Summary

The purpose of the Sales 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. The Sales Assistant role is a paid role.

■ Position Responsibilities

Key Responsibilities

Sales and Customer Service

- Generate sales through both back office 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.
- Drive and support promotional activity within the store e.g. VIP events.
- Process all sales through the POS/cash register/EFTPOS accurately in line with retail policy and procedures.
- 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.
- Handle customer complaints when necessary and provide a solution.
- Ensure stock is sold as per the price on the ticket.
- Provide ongoing support to the Store Manager.

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.
- Represent Australian Red Cross in a professional manner at all times in accordance the Code of Conduct.
- 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.
- Be aware of and compliant to the Red Cross Code of Conduct and the Red Cross Child Protection Code of Conduct.
- Actively participate in the Red Cross Performance Review and Development process to identify personal targets and development and career opportunities.
- Manage & lead store volunteers in the absence of the store manager.

Store Operations

- Utilise company tools and resources e.g. policy and procedures, newsletters and forms.
- Adhere to set trading hours and follow the opening and closing checklist.
- Maintain Visual Merchandising and housekeeping standards in-line with guidelines.
- Maintain an awareness of internal and external theft & pro-actively engage in risk mitigation.

- Follow stock management procedures as directed by the Store Manager/Store Coordinator.
- Participate in regular meetings with store manager to keep them abreast with any issues & concerns regarding the store or store team.
- Ensure the store is kept tidy & clean. Assist the team at the end of day's trade to prepare the store and back room for next day's trade.

■ Position Selection Criteria

Technical Competencies

- Excellent communication skills.
- High customer service orientation.
- Sound presentation and visual merchandising skills.
- Ability to maintain an awareness of current fashion trends and brands.
- Ability to work effectively as part of a team.
- Proven reliability and punctuality.
- A positive, can-do attitude.
- Shows initiative.

Qualifications/Licenses

- This position is subjected to a satisfactory National Criminal History Check and Reference Check.

Behavioral Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes | Pursues goals with tenacity

- **LEAD | Self Development | Demonstrates a commitment to self development**

Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | Actively pursues and takes advantage of training and other developmental opportunities

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters