

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Red Cross Shop Volunteer	Department	Commercial Operations - Retail
Location	Red Cross Shops Various <i>Flexibility to work across multiple shops as required.</i>	Direct/Indirect Reports	Nil
Reports to	Store Manager / Supervisor in absence of Store Manager	Date Revised	17 September 2013

■ 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 Red Cross Shop Volunteer role is to drive sales through providing exceptional customer service to deliver results.

■ Position Responsibilities

Key Responsibilities

Sales and Customer Service

- Generate sales to achieve store budgets.
- Provide high levels of customer service 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 accurately in line with retail policy and procedures.
- Ensure Australian Red Cross service information is readily available to customers.
- Handle customer complaints when necessary and provide a solution if possible.
- Ensure stock is sold as per the price on the ticket.

People Management

- Attend designated shifts as per the team member roster.
- Develop and maintain a productive working relationship with the team.
- 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.

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.
- Follow stock management procedures as directed by the Store Manager/ Supervisor.
- Comply with regular bag checks as per retail policy and procedures.

■ Position Selection Criteria

Technical Competencies

- Excellent communication skills.
- 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.

Behavioural 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
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- 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