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power of  
humanity



# Volunteer role description

## Red Cross Shop Volunteer Store Coordinator

|              |                                            |
|--------------|--------------------------------------------|
| Department   | Engagement and Support - Retail            |
| Availability | Minimum 15 hours a week   Ongoing position |
| Location     | Red Cross Shops – Various Locations        |
| Category     | Contributing to our operational work       |

**Building an inclusive, diverse and active humanitarian movement based on voluntary service**

### Role purpose

Assisting with raising funds through the sales of preloved and new clothing, accessories and homewares to support the everyday work of Red Cross. Volunteers assist to drive sales through delivering excellent customer service, emphasizing on providing positive shopping experience for our customers.

### Role responsibilities

- Assist with sorting, tagging and preparing donations for sale
- Help assess the quality and suitability of donated merchandise, and address and quality issues with the Area Manager
- Dispose of unsuitable goods appropriately according the Red Cross Policy.
- Process sales through the register/Point of Sale system
- Assist with cash handling and banking in line with Retail Policy Procedures
- Help to create window and visual merchandising displays
- Maintain a clean and tidy store with general housekeeping duties
- Identify hazards, assess risks and report incidents as required in line with the WHS policy
- Understand and apply Red Cross retail policies and procedures
- Manual handling and lifting up to 10kg
- Provide excellent customer service and support to team members
- Support the Area Manager with store operations which include rosters, opening and closing procedures, stock/donations, training, marketing, targets and on boarding of new team members.
- Promote and create opportunities for volunteering with individuals within your Community.

### Knowledge, skills and experience

- Ability to work effectively as the Shop Coordinator and as part of a team
- Excellent interpersonal and communication skills, and a positive, can do attitude

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- Good work ethic
  - Good understanding of sales and customer service practices
  - Ability to work efficiently and being detailed oriented and organised
  - Previous experience in retail and preloved fashion desirable
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#### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
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#### Learning and development

- Complete Red Cross online learning modules as required
  - Complete Red Cross Shop Induction and Working Safely in Red Cross Shops manual
  - Attend Retail Department and Red Cross meetings as required
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#### General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

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