

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Shop Assistant	Department	Engagement & Support - Retail
Location	Various	Direct/Indirect Reports	Volunteers
Reports to	Shop Manager	Date Revised	Dec 2020
Industrial Instrument	Retail (General) Industry Award		
Job Grade	Job Grade 2	Job Evaluation	HRC0027718

### ■ 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. The Shop Assistant role is an employee 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 Shop 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
- 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 Shop 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

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ 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 Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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