



POSITION DESCRIPTION

POSITION TITLE:	Opportunity Shop Assistant
REPORTS TO:	Coordinator Yarrowonga Community Opp Shop
DIRECT REPORTS:	N/A
AWARD:	General Retail Industry Award
CLASSIFICATION:	Retail Employee Level 3 – Fixed-Term Casual

POSITION PURPOSE

This position is responsible for providing efficient and effective support to the Coordinator, volunteers and customers of the Opportunity Shop.

Reporting directly to the Coordinator, it is the responsibility of this position to carry out delegated tasks that ensure the opportunity shop is run efficiently and effectively.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

The following description of responsibilities is not exhaustive and may include others as directed from time to time:

Accountability 1: Stock Preparation and Sales Area

Responsibilities:

- Provide prompt, professional and respectful customer service and reception to all volunteers, customers and visitors to the Shop.
- Answer queries and provide accurate information to customers, donors and visitors in relation to the Shop.
- Answer incoming calls through Opportunity Shop Reception including transferring calls to appropriate staff members/volunteers and passing messages on in a timely manner.
- Ensure that sales areas are maintained to reflect a welcoming and professional environment.
- Ensure accurate and timely processing of all sales transactions.
- Assist with daily reconciliation and safe storage of funds.

Accountability 2: Coordination Support / Retail

Responsibilities:

- Provide timely and accurate retail support to all staff and volunteers.
- Monitor the delivery and despatch of opportunity shop goods.
- Maintain and update MHA contact lists.
- Other administrative tasks and projects as required by the Coordinator.

Accountability 3: Organisational Responsibilities

- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current opportunity shop systems and procedures relevant to this role.
- Observe and practice Workplace Health and Safety policies, guidelines and procedures.
- Undertake duties associated with Fire Safety Warden.

CORE BEHAVIOURS

The following Core Competencies are the behaviours expected of an employee or potential employee:



Service Focus	<ul style="list-style-type: none">• Responds promptly to the needs of volunteers, customers, donors and visitors even when under pressure.• Maintains clear and appropriate communications with volunteers, customers and donors• Demonstrates active listening and questioning skills to identify volunteer, customer and visitor needs and issues.
Communication	<ul style="list-style-type: none">• Adapts style and content of communication of ideas and information to match the audience.• Uses appropriate communication methods for effective interactions with a preference towards personal interactions.• Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood.• Is persuasive and confident in communicating ideas.• Negotiates win-win outcomes by exploring different positions and building consensus.
Motivation / Time Management	<ul style="list-style-type: none">• Constantly seeks to improve own performance.• Takes responsibility for own work to achieve quality results.• Meets deadlines and follows through on commitments.• Sets own work priorities and uses tools to manage their time effectively to achieve work objectives.
Flexibility & Adaptability – Change Management	<ul style="list-style-type: none">• Shows flexibility in coping with multiple and changing priorities.• Adapts to changes in environment and work demands, working effectively with a variety of situations and people.• Adapts responses and tactics to fit changing circumstances.• Provides ideas for improvement and constructive input into change initiatives.

POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

Essential

- Certificate II or III in Retail Services or demonstrated relevant retail experience
- Advanced computer skills, including the ability to use point of sale equipment, email and web based applications
- Current satisfactory Police Check
- Current Working With Children Check or agree to undertake
- Current valid Driver's Licence

Highly Desirable

- An understanding of the needs of people who are disadvantaged
- Knowledge and or Experience of the Not-for-Profit sector
- Prior education/training in dealing with difficult customers.
- High level of competency in completing sales transactions using Cash Register and Eftpos facilities.
- Experience in point of sale cash handling procedures



KEY SELECTION CRITERIA

- Exceptional personal presentation with a professional manner for volunteer, customer and visitor relations.
- Excellent customer service skills and pleasant phone manner with an ability to remain calm and empathetic to difficult customers.
- Demonstrated experience in the organisation and conduct of general retail functions and processes including stock control and sales presentation.
- Effective written and verbal communication skills.
- Ability to work both independently but also within a collaborative team environment.
- Well-developed interpersonal skills with the ability to work productively with a broad range of people from a variety of backgrounds and experiences, including directors, customers and other stakeholders.
- Exceptional time management, organisational and administrative skills.
- Ability to achieve outcomes within agreed timeframes and under time pressures.
- Exceptional multi-tasking and problem solving skills.
- Proven ability to work confidentially and productively with a high level of tact and diplomacy.
- Must be willing to work weekends

ACCEPTANCE OF POSITION DESCRIPTION

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

EMPLOYEE:	
DATE:	
MANAGER:	
DATE:	