

Communities@Work

Position Description:

Role:	Best Dressed Store Volunteer
Program:	Social Programs
Location:	South.Point
Reporting Relationship:	Manager Clothing and Retail Programs

Position Statement

Communities@Work's Best Dressed Store is located in South.Point and sells good quality, second hand clothing and accessories to create sustainable and ongoing funding to help vulnerable clients through our Social Programs.

The program is managed by the Manager of Clothing and Retail Programs and supported by a pool of volunteers. Volunteers carry out many of the roles of a shop assistant.

Duties & Responsibilities

Position Specific

- Serving customers – is responsive to changes in customer needs, manages expectations and provides courteous and professional service
- Use of cash register and Eftpos machine and related practices
- Tidying and general cleaning of the Store
- Restocking/pricing and merchandising of stock
- Opening and or closing of the store
- Communicate with and follow the direction of the Manager of Clothing and Retail Programs or supervisor
- Is punctual and reliable
- Interacts with donor
- Accepts and sorts donations
- Other reasonable duties as directed

Workplace Compliance:

- Attendance at induction and other program specific training as required
- Understands and supports the Communities@Work Purpose, Mission and Values
- Maintain appropriate professional codes of ethics and work standards
- Comply with Communities@Work policies and procedures
- Work within WHS guidelines and promote safe work practices
- Is responsive to changes in customer needs, manages client expectations and provides a courteous and professional service to customers

Position Description:

Team Work:

- Builds and sustains positive relationships with team members and customers
- Works collaboratively and is an effective team member
- Understands and responds to different communication styles, and treats people with respect and courtesy
- Understands diversity and respects different perspectives
- Identifies learning opportunities and respects and acts on constructive feedback
- Display excellence in customer service.

Selection Criteria

Essential

- Working within a team environment
- Maintain current 'Working with Vulnerable People' registration
- Attendance at a Communities@Work Volunteer Induction
- Attendance at other training sessions as required, including Program Area/Role specific orientation training
- Ability to follow procedures
- Ability to handle money
- Ability to interact respectfully and positively with people

Desirable

Retail/Customer service experience