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| |  |  | | --- | --- | | **Role:** | Best Dressed Store Assistant | | **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 our many of the roles of a shop assistant. |
| ****Duties & Responsibilities**** |

**Position Specific**

* Serving customers
* Use of cash register and Eftpos machine
* Tidying and general cleaning of the Store
* Restocking/pricing and merchandising of stock
* Money handling – start of day and end of day reconciliation
* Follow Shop procedures
* Communicates with the Manager of Clothing and Retail Programs
* Is punctual
* Sorts donations

**Workplace Compliance:**

* Understands and supports the Communities@Work Vision, Mission and Values
* Maintain appropriate professional codes of ethics and work standards
* Comply with Communities@Work services’ 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

**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 tries to see different perspectives
* Identifies learning opportunities and understands constructive feedback
* Display excellence in client service.

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| ****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 |
| **Desirable** |
| Retail/Customer service experience |