

## OP SHOP SALES ASSISTANT

### Position Description

Raglan Community House (RCH) is a progressive organisation committed to serving the needs of the people of Raglan. Through our work the Raglan community is connected to services and networks that can provide assistance and support, is safe, healthy and resilient, and is a place where people look out for each other.

### Purpose and Impact

Op Shop Sales Assistants ensure our Opportunity Shop can stay open and therefore raise funds to support the services we offer our community. You will also enable people to access reasonably priced goods that might otherwise be unaffordable

### Key Tasks and Responsibilities

#### (Morning)

- Unlock the Op Shop, put out signage and display mannequin
- Collect cash box and keys from the RCH Manager
- Greet customers and assist them as required
- Ensure the shop is clean and tidy – this may require you to dust stock and shelves and clean crockery etc.
- Price stock
- Take incoming donated goods downstairs to avoid clutter in foyer and shop areas

#### (Afternoon)

- Greet customers and assist them as required
- Ensure the shop is clean and tidy – this may require you to dust stock and shelves and clean crockery etc.
- Price stock
- Take incoming donated goods downstairs to avoid clutter in foyer and shop areas
- At the end of the day bring in the sign and mannequin
- Turn off lights, close windows, turn off fans and heating
- Return cash box and keys to the RCH Manager
- Check no one is in the toilets – place cash box under the counter (Saturday only)
- Lock back and front doors

From time to time you may be tasked with other duties within RCH if staff are away – such as assisting in the Drop In Lounge.

### Dressing Mannequin

Our mannequin is changed on a fortnightly rotation – assigned by the Shop Coordinator. If an item is sold the rostered volunteer, or their relieving volunteer, will make changes – male volunteers are exempt from this process.



### **Expectations**

- It is expected that you will volunteer 4-8 hours per week in this role
- You will represent RCH respectfully and accurately at all times
- You will work with the Op Shop Coordinator, Raglan Community House Manager, Board/Committee members and all volunteers in a courteous and respectful manner
- You will be reliable and adhere to the commitment you make to us and be punctual and conscientious in carrying out your duties
- You will communicate with us if you are unable to perform the above tasks for any reason
- All information regarding clients and their families is confidential
- Problems, criticisms and/or suggestions must first be addressed with the Op Shop Coordinator
- Individual viewpoints, religious and political beliefs, must not be directed at clients, volunteers or RCH staff.

### **Key Relationships**

You will be responsible to the Op Shop Coordinator and have a working relationship with all staff, volunteers and Board/Committee members.

### **Skills and Experience**

- You must be a good communicator – be warm and approachable with a good standard of conversational English
- Able to give and receive constructive feedback
- Cash handling, eftpos skills are an advantage
- Experience in customer service or a willingness to upskill

### **Personal Qualities**

- A positive attitude with the ability to work collaboratively and respectfully with others
- Attention to detail – able to follow directions
- Reliable and trustworthy

### **Benefits**

- Gain a lot of satisfaction and fun from helping our clients
- Enjoy working in a supportive environment
- Know that your contribution has a positive impact on the Raglan community
- Gain experience that can be added to your portfolio and CV

### **Training and Development**

We provide an orientation to our organisation (its policies, people and its programmes) and training to enable you to perform your role well. You will be given ongoing sound guidance and direction – by someone who is experienced, well informed, thoughtful and considerate. Ongoing personal development opportunities and training are made available to all volunteers.

