

LIFELINE GIPPSLAND

Position Description Retail Assistant

Job information

Award:	General Retail Award (MA000004) Level 1
Other Benefits	12% Superannuation and salary packaging
Location:	Traralgon
Hours of work:	Casual
Reports to:	Store and Sorting Supervisor

Our vision is of an Australia free of suicide.

Our purpose is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

Organisational Context

Lifeline Gippsland Inc. (LLG) is a not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24-hour crisis support (national service), suicide prevention and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Two crisis support phone rooms are located in Drouin and Morwell. The business operations consist of five Opportunity Shops across Gippsland (Churchill, Morwell, Sale, Traralgon and Wonthaggi), and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

Lifeline Gippsland Values

Quality & Professionalism

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

Respect

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

Fairness

Lifeline Gippsland is committed to the principles of social justice, and will strive to offer equitable and inclusive services to support people to live and active and fulfilled lives.

Integrity

Lifeline Gippsland is committed to being open and honest in all its activities, and will consistently strive to earn and sustain public trust in our organisation.

Collaboration

Lifeline Gippsland will engage inclusively with our staff, volunteers, stakeholders and partners to form alliances intended to improve the delivery of our key services and outcomes to the community.

Sustainability

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.

Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG

At LLG we foster a strong sense of collaborative practice and a positive workplace by:

- Actively preparing for and participating in team meetings
- Participating in training opportunities
- Participating in performance planning processes
- Implementing OHS safe work practices in line with LLG policies and procedures
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators

Position Purpose

Reporting to the Traralgon Store and Sorting Supervisor, the Retail Assistant is responsible for providing exceptional experience to the store's customer and donors, pricing product, merchandising product onto the sales floor in an efficient manner and providing supervisory assistance and security of cash onsite. The sales assistant role plays an important support role to the store coordinator and volunteer team.

Key Responsibilities

Create an exceptional customer and donor experience

- Ensure customer and donor experience is a positive one at all times
- Find solutions for our customers and donors
- Acknowledge and attend to customers and donors that are in the store
- Listen and act on customer and donor feedback
- Operate cash register and EFTPOS System as required
- Assist customers at fitting rooms
- Attend to and assist customers donating product

Achieve product production and rotation	<ul style="list-style-type: none"> • Ensure product is checked for quality before being moved into pricing tubs • Ensure excess clothing product is sorted into Summer or Winter bags • Ensure rag or export product is placed into rag bags • Follow store supervisor directions on prioritising product for production • Rotate product off sales floor as per rotation cycle • Be proactive in donation acceptance
Follow product pricing guidelines	<ul style="list-style-type: none"> • Price product as per guidelines or store supervisor recommendation • Price product to ensure there is consistency across the product range • Ensure all items are priced before being placed on sales floor • Price product using price marking gun or supervisor recommendation
Deliver exceptional merchandising standards	<ul style="list-style-type: none"> • Merchandise product onto racks as per colour blocking guide • Merchandise windows and instore displays to seasonal events • Merchandise displays for the purpose of selling product • Ensure sales floor is at full capacity at all times • Ensure salesfloor product is kept clean tidy and well presented
Work effectivity as part of a team	<ul style="list-style-type: none"> • Be punctual and communicate early an absence from the workplace • Support the shop co-ordinator and store team in achieving all goals set • Display respect to the shop team, shop coordinator and management • Recognise the contribution of others within the store team • Communicate clearly and effectivity to the shop coordinator and store team
Follow all OH&S policies and procedures	<ul style="list-style-type: none"> • Completes site OH&S induction • Follows all safety policies and procedures • Reports to store supervisor any incidents, hazards and near misses
Key Responsibilities (continued)	
Other	<ul style="list-style-type: none"> • Assist with daily banking requirements – where required and appropriate • Attend and contribute to store meetings • Ensure all policies and procedures are followed • Administration duties as required • Undertake performance reviews

The organisation may from time to time issue oral instructions or written descriptions about your job duties and responsibilities, which will serve as a guide for the areas for which you will be accountable. It is expected that your duties will be performed in accordance with the instructions of the organisation.

Pre-requisites:

- **Mandatory**

- Loves to have fun in a fast-paced retail environment
- Previous experience working in a customer focused environment
- Thrives in a fast-paced workplace
- Excellent communicator and team player
- Positive, can do attitude
- Car Licence
- Willing to undertake a police check and working with children check
- **Desirable**
 - Experience working with second hand apparel and homewares product
 - Experience using point of sale systems
 - Experience with cash handling
 - First Aid trained

Key Selection Criteria:

1. Can demonstrate genuine enthusiasm for assisting customers and donors
2. Possesses strong knowledge of apparel and homewares product
3. Can demonstrate the ability to work as a team and achieve positive results
4. Has experience using point of sale software
5. Can demonstrate creative problem solving and decision making when dealing with customers
6. Can demonstrate the ability to adapt and prioritise multiple tasks in a fast paced environment