Job Title	Shop Assistant
Service	Retail
Location	Various
Reports to	Shop Manager
Direct reports	Nil
Key Relationships	**Internal** • Mission Social Enterprise & Retail • Finance • Communications **External** • Donor organisations including supermarkets and churches • Customers • Individual Doners • Other Shop owners

Job Purpose
The purpose is to ensure a positive customer experience, maintain a well-stocked, clean and tidy shop and support the achievement of sales targets.

Service
The retail stores at part of our Social Enterprise Strategy, strategically located to provide a variety of shopping opportunities, as well as e-commerce. Supplied by individual and organisation donations our stores are full of hidden gems from all eras and seasons. Including a selection of pre-loved goods, from men's and women's clothing and accessories, bric-a-brac, books, music and more.

Key Responsibilities
• Service Delivery • Acknowledge every customer who comes through our doors • Serving customers, offering advice on our products • Process Sales & Donations according to Mission Policies & Procedures • Operate a till including cashing up and end of day reporting • Making sure the shop is clean, tidy, shelves stocked and looking good all day long • Maintain a clean friendly working environment • Monitoring stock levels • Setup or breakdown of our displays including the shop window

- Assisting the Retail Manager with day-to-day tasks
- Assist with Volunteer activities
- Helping prepare the showroom for, and conducting, stocktakes
- Any other ad hoc duties as required

Essential Skills

- Excellent customer service skills
- High level of flexibility
- Ability to adapt to different customers
- Great written and verbal communication skills
- Excellent record-keeping
- Pays close attention to detail
- Team Oriented – Ability to work well with others
- Communicates clearly and effectively
- Manages time effectively
- Possesses broad knowledge of store products
- Exhibits strong problem-solving skills
- Possesses physical strength necessary to lift and move inventory

Qualifications

- Retail, Sales & customer Service – essential
- Inventory management – essential
- Experience and passion for pre-loved/recycled goods - desirable