

## POSITION DESCRIPTION



**POSITION TITLE:** Op Shop Assistant

**LOCATION:** SPCA Op Shop -

**REPORTS TO:** Op Shop Manager

**DIRECT REPORTS:** Store Volunteers

**PURPOSE:**

To assist the SPCA in the successful operation of the Op Shop you have been designated to work in. Optimising sales revenue and promote the mission and good reputation of the SPCA.

<b>KEY ACCOUNTABILITIES:</b>	<b>KEY RESPONSIBILITIES:</b>
1. Coordinates and carries out day to day operations in an efficient and effective manner	<ul style="list-style-type: none"><li>• Receive stock, sort, price and merchandise within SPCA guidelines.</li><li>• Keep the shop and staff facilities clean and tidy.</li><li>• Is able to work flexibly and seamlessly between the register, the shop floor and the sorting area.</li><li>• Ensuring goods in store are stocked, clean and face up at all times.</li><li>• Completes work as directed in a timely manner.</li><li>• Process transactions.</li><li>• Complete cash up and banking on a daily basis, including input of banking details into daily summary sheet.</li><li>• Display promotional material as required.</li></ul>
2. Acts as cover manager as and when the Op Shop Manager is unavailable -Supervise the team of Staff (including Volunteers) and distribute duties, according to their abilities	<ul style="list-style-type: none"><li>• Staff rostering to provide appropriate cover during the agreed opening hours.</li><li>• Allocate tasks to staff and ensure they are completed correctly.</li><li>• Oversee cash transactions and ensure correct procedures are followed.</li><li>• Ensure purchases by volunteers are processed as per the set procedures.</li></ul>
3. Customer Service	<ul style="list-style-type: none"><li>• Greets visitors positively and actively assists in meeting their needs. Identifying issues not specified and acting to rectify them.</li><li>• Ensures exceptionally high standard of customer service is provided to all customers.</li><li>• Ensure donors are engaged and thanked in a timely and appropriate way.</li></ul>

4. Supports process improvement groups and projects across the	• Actively participates in these groups and works collaboratively with all members of staff to achieve goals.
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organisation to improve organisational performance.	<ul style="list-style-type: none"> <li>Carries out project work as requested.</li> </ul>
5. Actively contributes to Health & Safety.	<ul style="list-style-type: none"> <li>Ensures compliance with the <a href="#">Health and Safety Act 2015</a> by: <ul style="list-style-type: none"> <li>taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>complying with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> <li>reporting incidents and unsafe practices as soon as they occur</li> <li>identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>knowledge, and compliance of, emergency procedures</li> <li>completing mandatory training within the required timeframes</li> </ul> </li> </ul> </li> </ul>
6. Participates as a professional and constructive member of the Op Shop Team	<ul style="list-style-type: none"> <li>Attends team meetings as required.</li> <li>Contributes towards the achievement of strategic and operational goals of the SPCA</li> <li>Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
7. Volunteer Support and Supervision	<ul style="list-style-type: none"> <li>Ensures safety, support and wellbeing of volunteers working in your department</li> <li>Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner</li> <li>Professional in all interactions with SPCA volunteers</li> </ul>
8. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>Provides support and assistance to SPCA events and campaigns as requested.</li> <li>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>

#### **INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Volunteers and students

#### **EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Members of the Public

#### **PERSON SPECIFICATION:**

##### ***Qualifications and Experience***

- Previous experience in retail or customer service roles
- Experience in volunteer/employee supervision
- Experience working in a team environment

##### ***Skills and Knowledge***

- A sound understanding and empathy with the goals and values of the SPCA
- Good communication skills and the ability to deal with a wide range of people

- Ability to price and manage large volumes of incoming, donated goods
- Excellent customer service skills

### ***Personal Attributes***

- A commitment to high quality work and professionalism.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Excellent written and oral communication skills.
- Able to make sound, informed decisions
- Kind, friendly, approachable and professional
- Able to carry out the physical aspects of the job

