

## Position Description – Retail Assistant

### Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

### POSITION PURPOSE AND PRIMARY OBJECTIVES

#### Purpose

Effectively and efficiently assist with all aspects of Presbyterian Support Otago's retail operations, including retail shop, online and warehouse.

#### Primary Objectives

- To provide quality customer service
- To maximise the value of donations, sales opportunities, and stock displays
- Security of stock
- Effective management of receiving donations and warehouse storage space
- To provide assistance as required in all areas including retail, online and warehouse.
- Support the Team Leader, and provide cover in their absence, when appropriate.
- Collaborate with all staff to implement the PSO Retail Strategy.

#### Accountability

#### Expected Outcomes / Key Performance Indicators

##### Customer Service and Sales

Undertake retail assistance & service as required by Team Leaders and Managers, including:

- Sales and goods are handled in compliance with PSO policies.
- Cash handling and operating the cash register and EFTPOS equipment with care and accuracy, when required
- Always be an ambassador for Presbyterian Support Otago, ensuring our store is inclusive and welcoming.

	<ul style="list-style-type: none"> <li>• Customer service such as assisting with garment selection, sizing and suggestions for additional suitable items.</li> <li>• Providing friendly, helpful and inclusive sales service to a wide range of customers.</li> <li>• Every customer has a positive experience when interacting with PSO retail staff.</li> <li>• Acknowledge and meet the needs of each individual customer.</li> <li>• Maintain knowledge of what stock is on hand both on the shop floor and in the storage area to identify opportunities to make 'add on sales' as appropriate.</li> <li>• Assist with events, marketing and social media content and activity</li> </ul>
<p><b>Donated Goods Handling</b></p>	<ul style="list-style-type: none"> <li>• Receiving, sorting, and preparing clothing, household goods and bric-a-brac for sale</li> <li>• Greeting and thanking donors as they drop off goods at the warehouse. Donors feel valued for the contribution they make to PSO.</li> <li>• Pricing goods in accordance with PSO retail policy and procedures. The quality and value of goods is accurately assessed and priced accordingly.</li> <li>• Undertaking minor repairs, cleaning, and ironing as appropriate, to increase the value of donated goods.</li> <li>• Distributing, storing, and disposing of goods in accordance with PSO retail policy and procedures.</li> <li>• Goods are sorted accurately and prepared for retail distribution, in accordance with PSO retail policy and procedures.</li> <li>• The security of goods is maintained.</li> <li>• PSO receives a fair price for donated goods.</li> <li>• Stock management and distribution systems operate smoothly, meeting the needs of the retail and online operations.</li> <li>• No goods leave the warehouse area without the permission of a Retail Manager.</li> </ul>

<b>Online support</b>	<ul style="list-style-type: none"> <li>• Assist with the online sales process</li> <li>• Assist with any customer enquiries and ensure these are resolved or escalated to the Team Leader or a Retail Manager within the agreed timeframe.</li> <li>• The online shop experience is friendly, inviting and inclusive.</li> </ul>
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
<b>Relationships</b>	
<b>Reports to: Co-Managers and Team Leaders</b>	<b>Direct Reports: Nil</b>
<b>Internal Relationships:</b> Co-Managers Team Leaders Employees and Volunteers Van Driver Other PSO staff	<b>External Relationships:</b> Customers Donors

## Person Specifications

### Work Qualifications / Skills

- Experience in retail desirable
- Driver's licence is desirable
- Excellent communication and interpersonal skills (written and verbal)
- Skills and experience in computer systems to maximise the use of technology to benefit the organisation, would be advantageous.

### Experience/ Knowledge

- Capacity to work with, and provide service to a wide range of people
- Understanding of the fashion and retail sector and ability to identify stock that will meet current fashion trends
- Skills and experience in identifying vintage and valuable goods
- Ability to work independently and as part of a small team
- Experience in working with volunteers

### Personal Qualities

- Energetic and motivated, demonstrating flare and initiative
- Professional maturity to handle sensitive/confidential information and to act with tact, integrity, and maturity

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- **We are person centred in our organisation.**
- **We strive always to do better, to work hard and to the best of our ability.**
- **Each person knows they make a difference and they feel valued because of this.**

### Our Organisation

- **We are committed to delivering on the organisation direction and values.**
- **We are responsible and accountable for our actions and behaviours.**
- **We are committed to positive, proactive leadership.**
- **Each person is empowered to succeed, with the orientation and on-going support needed.**
- **Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.**

### Our Team

- **We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.**
- **We should each other accountable by giving and receiving constructive feedback.**
- **Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.**

- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

