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**JOB TITLE: Retail Assistant (Fixed term)**

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| **Service:**  Distribution & Retail | **Date Prepared: 28/08/18** |
| **Reports to:**  Distribution & Retail Manager & Shop Managers | **Direct Reports: 0** |

***Our Mission:***

*Together we stand with those in desperate need.*

*We provide immediate relief and pathways to enable long term wellbeing.*

***Our Values are:***

* ***Manaakitanga***

*Manaakitanga is behavior that acknowledges the mana of others as having equal or greater importance than one’s own, through the expression of aroha, hospitality, generosity and mutual respect.*

* ***Justice (Manatika)***

*Committed to equity, and seeking dignity for all we will fearlessly advocate with and for those who are going without.*

* ***Partnership (Rangapū)***

*Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.*

*Secondly, our commitment to partnership stems from a belief that manaakitanga, equity and social justice need to be pursued both within partnerships and through them.*

*For us partnership is characterised by mutual trust, integrity, respect, transparency and commitment.*

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| **Background** |
| Auckland City Mission has, for almost 100 years, providing a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity but a chance has not.  The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.  **Distribution & Retail Service:**  Auckland City Mission receives a large quantity of donated goods, from food and clothing to beds and household items. Every year, the Mission re-distributes these items to thousands of Aucklanders. Donations that are excess to requirements may be sold through the Auckland City Mission second-hand shops, providing good quality, low-cost, second-hand clothing and goods to other families and individuals. All profits from these shops are returned directly to help fund the Mission's social services. |

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| **Position Summary** |
| To Assist at our Retail outlets in order to generate sales, meet targets & provide excellent customer service.  Ensuring that all callers are treated professionally  Ensure that Volunteers are productive, kept safe and enjoy their Mission volunteering experience.  Complete any tasks assigned by the manager. |

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| **Key Responsibility Areas** |
| Provide Excellent Customer Service  Process Sales & Donations according to Mission Policies & Procedures  Act as part of the team  Assist with Stock Management & presentation  General Housekeeping  Follow Mission Policies & Procedures  Assist with Volunteer activities  Answer phones and greet visitors & direct/assist callers appropriately  Maintain Accurate records |

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| **Qualifications, Experience, Knowledge and Skill Requirements** | |
| Essential | Desirable |
| Evidence of inter-personal and communication (written and oral) skills.  Reputation for driving for results and for dependability to achieve goals successfully.  Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels.  Reputation for personal integrity and reliability.  Commitment to the Auckland City Mission brand and culture.  Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.  An appreciation of the multi-cultural nature of both New Zealand and the Mission’s staff, volunteers and clients.   * Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community’s resources. | Prior experience in Retail Environment  and Office administration  Full Drivers Licence  Consumer Law as it relates to Op-Shops |