

## Shop Assistant

### Position Description

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<b>Position Title</b>	Shop Assistant
<b>Directorate</b>	Commercial Enterprise, Fundraising and Communications
<b>Reports To</b>	Area Manager
<b>Base Location</b>	Various locations
<b>Primary position objective</b>	To assist in the daily operation of the Centre. To ensure that, customers, welfare clients, stock, OH&S, merchandising, stock sorting and pricing are being controlled in accordance with St Vincent de Paul Society requirements.

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Service Overview

The Vinnies Shop is the venue where goods are collected, sorted and either given to people requiring assistance or sold at reasonable prices to our customers. Vinnies are where people can purchase quality donated good at reasonable prices.

## Duties and Responsibilities

### Financial Accountability

- Be familiar with and accountable for financial targets set for you by the Store Manager.
- Discuss personal targets with your Store Manager each week, month and quarter.
- Ensure all day-to-day transactions are compliant with the Society's policies and procedures.
- Ensure banking is conducted daily and any variances of \$5.00 or more are reported to Store Manager.

### Welfare Clients

- Ensure all welfare clients presenting vouchers are dealt with in a professional, confidential and friendly manner.
- Ensure all paperwork associated with vouchers are administered according to Society's guidelines.

### Stock

- To assist in ensuring sufficient levels of stock are available to customers at all times.
- To ensure stock are sorted to a high quality.
- To ensure stock are priced accordingly.
- To ensure stock on display in the store is:
  - Of high quality;
  - Priced correctly in accordance with racking, coat hangers, and store layout;
  - Appropriate for the time of year;
  - Rotated on a monthly basis using the colour coded system.
- To ensure all stock is priced in the sorting room prior to be displayed in the shop.

### Customers

- Ensure you are demonstrating good customer service in all dealings with customers at all times.
- Ensure customer's needs are being met at all times.
- Ensure customer complaints and feedback are dealt with promptly and professionally.

## Essential Criteria

### Critical Capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- "People we serve" centric: (Level 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve.
- Value based leadership: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- Impact focus: (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- Collaboration: (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- Change leadership: (Level 1) Support the implementation of change.
- Team performance: (Level 1) Develop own performance and contribute to team performance.
- Digital engagement: (Level 1) Effectively participate in virtual, dispersed teams using digital tools.

- Innovation and improvement: (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- Financial acumen: (Level 1) Use the Society's resources responsibly.

**Role-specific criteria**

- Uphold the Ethos and Culture of the Society in all dealings with the store.
- Must be able to work weekends and extended opening hours as required
- Excellent communication skills
- Excellent organisational and time management skills
- The ability to ensure stock levels are maintained and stock is sorted, priced and presented to high standard.
- Willingness to work with financial targets and budgets.

**Desired Criteria**

- Previous experience in a retail store

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*