

Store Assistant – Grade 2 (Forklift licensed)

Position Description

Directorate	Commercial Enterprise, Fundraising and Communications
Reports to:	Store Manager
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Complete tasks essential to the daily operation of the store including customer service, stock control, cash handling & paperwork, Work Health and Safety, visual merchandising, receiving donations, operating a Forklift and cleaning, in accordance with St Vincent de Paul Society, NSW policies and procedures.

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

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the Directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Store Assistant will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to the management of the store budget and ensure all financial targets are achieved.
- Ensure all day-to-day transactions are compliant with the Societies policies and procedures.
- Ensure all welfare clients presenting vouchers are dealt with in a professional, confidential and friendly manner and all associated paperwork is reconciled by month end.
- Assist with ensuring sufficient stock levels are maintained.
- Ensure displayed stock is:
 - Of high quality.
 - Priced in accordance with St Vincent de Paul pricing guidelines.
 - Merchandised in accordance with guidelines;
 - Appropriate for the time of the year; ○
 - Rotated regularly using the current system.
- Demonstrating high standards of customer service & ensure customers expectations are being exceeded.
- Contribute to the de-escalation of volatile situations and when complaints do arise, they are dealt with promptly and professionally.
- Encourage volunteers interaction in all aspects of store operations.
- Contribute to a safe working environment for staff, volunteers & customers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Customer needs are met quickly and efficiently.
- Pricing is inline with the pricing guide & maximising sales.
- Accuracy in cash handling.
- Minimal stock levels are maintained and merchandising is attractive and appealing to the customer.

Key working relationships

In addition to the Store Manager and their direct reports, the Store Assistant will foster close working relationships with:

- St Vincent de Paul customers;
- Commercial Operations personnel including staff and volunteers;
- Area Manager (Commercial Operations, Fundraising and Communications).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values 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

- Demonstrated experience in a retail store or customer service environment.
- Demonstrated 'Customer-centric' approach.
- Flexibility to work weekends and extended opening hours as required.
- Excellent communication skills and the ability to provide outstanding customer service.
- Excellent organisational and time management skills.
- Hold a current Forklift license.
- Operate a Forklift in a safe & efficient manner.
- Willingness to work with financial targets and budgets.
- The ability to ensure stock levels are maintained and stock is sorted, priced and presented to high standard.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Retail fashion experience and an eye for styling and detailing.