

# Store Assistant – Grade 1

## Position Description

<b>Directorate</b>	Commercial Enterprise, Fundraising and Communications
<b>Reports to:</b>	Store Manager
<b>Direct reports:</b>	NIL
<b>Location:</b>	Flexible within any of the Society's main metropolitan or regional offices across NSW.
<b>Primary position objective:</b>	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 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.
- 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.