

Position Description



| | |
|------------------------|--------------------------------|
| Title | Customer Service Assistant |
| Business Unit | Business and Social enterprise |
| Location | Albert Park and Prahran |
| Employment type | Casual |
| Reports to | Retail Manager |

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The role will perform general opportunity shop duties under the direction of the Retail Manager. The incumbent will assist the manager in the effective running of the shop and will liaise with all team members within the store.

3. Scope

Budget: Nil

People: Nil

4. Relationships

- Internal:**
- Community Services Team
 - Staff
 - Volunteers
 - Warehouse staff, drivers and volunteers

| | | |
|---|---|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 1 of 4 | Division: |
| Date Approved: <Date> | Printed copies of this document are not controlled. | Next Review Date: <Date> |

Position description

Customer Service Assistant



External:

- Participants
- Customers
- Suppliers and donors
- General Public.

5. Key responsibility areas

Operations

- Ensure quality reputation through high standards of customer service. Being polite, friendly and helpful to customers in the store.
- Use initiative to solve problems, increase sales and share ideas with the Retail Manager.
- Prioritize sales in the store by ensuring excellent merchandising and display standards.
- Work within the guidelines set out by your Retail Manager in terms of retail policies and procedures.
- Ensure the store is clean and tidy at all times.
- Keep all counter and storage areas clear free of clutter, this means staff cupboards and back rooms.
- Open and close the store in accordance with policies and procedures.
- Check donations and seek guidance on pricing stock.
- Keep correct up-to date financial and banking records and report on figures and variances.
- Attend regular meetings with the Retail Manager.
- Other related duties as directed by the manager.
- Support volunteers and the tasks they complete

People and teams

- Assist in implementing continuous improvement of quality systems and processes where relevant to position.
- Actively participate in an annual performance review process.
- Promote and maintain a positive, respectful and enthusiastic work environment
- Arrive on time for your rostered shift, presentable and ready for work.
- Contact your Retail Manager in the event you are unable to arrive on time or if you are unable to work your rostered shift.
- Check and respond to emails at the beginning of your shift to ensure you are up to date with communication.
- Work cooperatively with the Opportunity Shop Supervisor and Retail Manager and engage with peers and colleagues to ensure best practice customer support

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources

Position description

Customer Service Assistant



- Work collaboratively with Uniting(Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behavior
 - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
 - Identify opportunities to integrate and work collaboratively across teams
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
 - Promote a positive safety culture by contributing to health and safety consultation and communication
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Ensure you are aware and work within the WH&S policies and procedures
 - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to the position.
-

6. Person specification

Requirements of the Role

- Ability to work well in a team environment
- High quality people skills
- Ability to work with a combination of volunteers and paid work force staff
- Ability to relate to the Uniting organisation and Uniting values
- Willingness to undertake all training opportunities provided by Uniting
- Manual Handling Training

Core selection criteria

Values alignment

- Ability to demonstrate and authentically promote Uniting's values

Knowledge / Experience / Qualifications

- Experience or product knowledge of second-hand retail environments
- An understanding of retail concepts
- Experience working or volunteering in a retail environment
- Current Victorian driver's license
- Technical competencies

Personal Attributes

- Ability to physically engage in retail activities.
 - Understanding and commitment to confidentiality and privacy of all stakeholders
 - Ability to work well in a team environment
 - High quality people skills
 - Ability to work with a combination of volunteers and paid staff
 - Ability to make positive recommendations in the workplace
 - Demonstrated ability to be flexible and show initiative
 - A commitment to participate in regular in-service and ongoing professional development opportunities
 - Satisfactory Police Check and Working with Children Check
-

Position description

Customer Service Assistant



7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood and accepted the above Position Description

| | Employee | Manager |
|------------|----------|---------|
| Name: | | |
| Signature: | | |
| Date: | | |