

POSITION DESCRIPTION

Retail Assistant

Award:	General Retail Award – Casual Level 2
Location:	Albury and Wodonga
Hours of work:	Flexible 20 - 25 hours per week Saturdays
Reports to:	Retail Manager
Term of employment	Casual contract
Applications:	Please email any queries to stacy.read@lifeline.org.au
Closing date:	Sunday 21 August 2022

Our Vision is your community free of suicide.

Our Purpose is to provide support for individuals in times of crisis and to create a suicide safe community through building regional resilience.

Our Values

Implementing the purpose of Lifeline Albury Wodonga as it conducts its operations is guided by the following values:

Compassion	Accepting of others, being non-judgmental, caring and demonstrating tolerance.
Confidentiality	Keeping one's counsel, not compromising others.
Consistency	Responsible and accountable at all times. One message to all. No discrimination.
Excellence	Committed to being and doing the best we can.
Respect	Allowing people an opinion, admitting and accepting different points of view.
Truth and Openness	Professional in our practice.

Organisational Context

Lifeline Albury Wodonga (LLAW) is a not-for-profit organisation governed by a local voluntary board of Directors operating under the company name ERAC Australia.

Lifeline Albury Wodonga is predominately a volunteer organisation. The essential service 13 11 14 Crisis Support – is provided by volunteers, and their work is financially supported in a significant way by a team of volunteers at our warehouse and shops located in Albury and Wodonga.

Lifeline Albury Wodonga Staff provide a professional foundation for this essential service to operate, be guided and supported, and flourish. It is essential that all staff are engaged in developing and fostering positive and supportive relationships with all volunteers. This is seen as an essential part of each staff members' position description.

Overview

You will report to the Retail Manager. Your role will involve assisting the Retail Manager with daily activities throughout retail and warehousing.

The Retail Assistant role requires flexibility to shift between tasks based on the organisations need. Other operational tasks include daily opening and closing, ensuring stock is constantly refreshed and high quality, sorting, cleaning, and grading donated stock.

There will be a strong focus on WHS and organisational compliance, while you develop and foster positive and supportive relationships with all volunteers.

Personal Attributes

You will be:

- Approachable, encouraging, and friendly
- Non-judgmental towards others in need
- Have a positive and proactive attitude
- Possess excellent listening and communication skills
- Honest and reliable

Responsibilities & Duties

- Maintain our Centre culture of respect and appreciation for the contribution of volunteers.
- Contribute to the training of retail volunteers.
- Regular attendance of retail team meetings.
- Support the implementation of retail and warehousing processes.
- Ensure compliance with all WHS requirements and LLAW Policies and Procedures.
- Opening and closing shop procedures.
- Providing high level customer service.
- Ensure shop stock is constantly refreshed and of high quality, which includes the supervision of appropriate sorting and grading of donated stock.
- Ensuring the shops are well presented by implementing effective merchandising practices.
- Ensuring consistent pricing processes and accurate processing of sales.
- Duties will be undertaken at both Albury and Wodonga shop locations and may include other responsibilities as directed by the manager.

Key Selection Criteria

- Ability to work flexible days and hours- including Saturdays.
- Previous experience working in a retail outlet
- Demonstrated experience in customer service
- Experience in merchandising and store presentation.
- Have a positive can-do attitude.
- An understanding of working with volunteers
- Well developed interpersonal skills.
- Ability to work autonomously and prioritise responsibilities.
- Understanding the importance of Workplace Health and Safety obligations.
- Basic computer skills.
- Have access to own vehicle and current driver's license.
- Willingness to undergo biannual police check.

Application Process

Application must include:

1. Cover letter
2. Respond to Key Selection Criteria
3. Resume

Att: CEO Lifeline Albury Wodonga
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Email: stacy.read@lifeline.org.au