



Shop Assistant

Position Description

Position Title	Shop Assistant
Directorate	Commercial Enterprise, Fundraising and Communications
Reports To	Store Manager
Primary position objective	To assist in the daily operation of the Shop by ensuring that customers, welfare clients, Work Health and Safety, merchandising, stock sorting and pricing are being controlled in accordance with St Vincent de Paul Society, NSW policies and procedures.

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 Shops across NSW.

Service Overview

Vinnies Shops are a network of 250 op shops across NSW. Vinnies Shops are run by dedicated volunteers and employees, and offer value for money prices on a range of pre-loved goods, they also directly assist people experiencing disadvantage through the donation of furniture, clothing and household goods. Profits from the sale of goods go back into the community, funding our services and programs.

Duties and Responsibilities

Financial Accountability

- By 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.

Welfare Clients

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

Stock

- Assist in ensuring sufficient levels of stock are available to customers at all times.
- Ensure stock is sorted to a high quality.
- Ensure all stock is priced in the sorting room prior to be displayed in the shop.
- 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.

Customers

- Demonstrate good customer service in all dealings with customers at all times.
- Ensure customer's needs are being met at all times.
- Ensure customer feedback and any complaints 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 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

- 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.
- Willingness to uphold the ethos and mission of the St Vincent de Paul Society, NSW in all dealings with the store.

Desired Criteria

- Previous experience in a retail store or customer service environment.

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

