

Reports to	Shop Manager	Business Unit	Fundraising, Commercial and Marketing Unit.
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#### Role Purpose

The Op Shop Assistant is a voluntary position supporting daily operations within the RSPCA SA retail stores. The purpose of this role is to work collaboratively as part of a team to promote sales and deliver outstanding customer service.

#### Key Responsibilities

- Welcome, greet and serve customers in a friendly, proactive and helpful manner.
- Treat fellow volunteers and members of the public with respect and courtesy.
- Maintain a clean and tidy store to ensure safety and comfort for customers and volunteers.
- Receive, sort and price donated goods in line with Op Shop procedures.
- Display and rotate goods for sale in the store as required.
- Package and dispose of unsuitable goods appropriately.
- Operate the register and Point of Sale system.
- Assist with cash handling and banking in line with relevant Op Shop procedures.
- Report discrepancies and problems to the Op Shop Manager.
- Follow reasonable and lawful direction as requested by the Op Shop Manager.
- Maintain confidentiality with regards to information relating to the store, customers, procedures and security.
- Adhere to defined workplace health and safety and injury management policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace. Assist in the identification of hazards, assessments of risks and implementation of risk control measures to protect own health and safety and to avoid adversely the health and safety of any other person.

#### Key Relationships

**Internal** - Shop Manager, volunteers, Volunteer and Foster Care Programs Manager, and Commercial Projects Manager  
**External Contacts** - Members of the public and suppliers

#### Key Competencies

- **Working Relationships** - Develop and maintain positive and sustainable working relationships with a diverse range of people; use appropriate interpersonal styles and methods to work effectively as an integral member of a team.
- **Communication** - Consistently deliver accurate, clear, and concise messages orally and/or in writing effectively to ensure comprehension and understanding.
- **Customer Service** - Proactively develop customer relationships by making efforts to listen and understand internal and external customers; anticipate and provide solutions to needs. Commitment to meeting and continuously improving customer satisfaction. Ensure high levels of customer satisfaction through excellent sales service.
- **Safety Awareness** - Effectively exhibited leadership behaviours that promote RSPCA's zero harm safety culture to improve both WHS and organisational performance. Champion the WHS Management System. Foster the development of attitudes and beliefs of employees that support safe behaviour. Integrate safety into all work planning, processes and practices.

#### Expectations

It is expected that all RSPCA South Australia volunteers will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.
  - ✓ Compassion - we are empathetic, caring and considerate.
  - ✓ Courage - we are brave and determined to stand by our principles.
  - ✓ Integrity - we are ethical, honest and transparent with ourselves, our supporters and the community.
  - ✓ Leadership - we are the driving force to motivate and inspire positive change in animal welfare.
  - ✓ Achievement - we are focussed on our objectives and continuously strive towards our goals.
  - ✓ Collaboration - we work as a team and foster partnerships to maximise outcomes.

<ul style="list-style-type: none"><li>✓ Innovation - we are creative and daring in our thinking - we seek new ideas and new ways.</li><li>• Understand and work in accordance with RSPCA South Australia's Policies and Procedures.</li><li>• Have a sincere commitment to animal welfare.</li></ul>
<b>Experience &amp; Knowledge</b>
<ul style="list-style-type: none"><li>• Basic computer skills.</li><li>• Retail and customer experience desirable.</li><li>• Basic understanding of sale principles and customer service practices.</li></ul>
<b>Requirements</b>
<ul style="list-style-type: none"><li>• Commitment to volunteer for a minimum shift of three hours every fortnight. Weekly commitment preferred.</li><li>• Care with personal presentation: neat casual clothing with closed toe, non-slip footwear</li><li>• Must be 18+ and physically fit (long periods of standing up and some weight carrying)</li></ul>