

Reports to	Op Shop Manager	Business Unit	Commercial
Role Purpose			
<p>The Op Shop Assistant is a voluntary position supporting daily operations of RSPCA South Australia op shops. The purpose of this role is to work collaboratively as part of a team to promote sales and deliver outstanding customer service to increase income to support the animal care work RSPCA South Australia undertakes.</p>			
Key Responsibilities			
<ul style="list-style-type: none"> • 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. • Welcome and greet customers immediately in a friendly manner. • Serve customers in a courteous and helpful manner, in line with RSPCA customer service standards. • Assist with general housekeeping and cleanliness of the shop to ensure safety and comfort for customers and volunteers. • Receive, sort and price donated goods in line with procedures. • Display and rotate goods for sale in the store in line with procedures. • Package and dispose of unsuitable goods as per procedure. • Accurately process sales through the register and Point of Sale system. Recording all customer purchases systematically. • Ensure that end of day till reconciliation and associated financial processes are adhered to. • Assist with cash handling and banking in line with relevant procedures. • Replenish stock levels to ensure shelves are at optimum level. • Report discrepancies and problems to the Op Shop Manager immediately. • Maintain exceptional personal presentation standards at all times. • Enhance product range knowledge to maximise sales. • Provide exceptional customer service to ensure an excellent shopping experience and maximise sales. • Implement up-selling and cross-promotion products to increase revenue opportunities. • Help to create effective and engaging window and visual merchandising displays. • Maintain confidentiality and privacy with information relating to the store, customers, procedures and security. • Communicate ideas regarding up-selling and cross-promotion products and services to increase revenue to management. • Contribute your skills and help us raise funds to support the everyday work of RSCPA through driving and supporting promotional activities within the store, e.g. events, fundraising initiatives, animal adoptions. • Follow reasonable and lawful directions as well as undertake additional duties to meet operational requirements as requested by management. 			
Key Relationships			
<p>Internal - op shop management, Commercial Operations Manager, volunteers, Volunteer Program team, HR team, other op shop team members</p> <p>External Contacts - Members of the public and suppliers</p>			
Key Competencies			
<ul style="list-style-type: none"> • Teamwork - Develops and maintains positive working relationships with a diverse range of people. Consistently demonstrates the highest level of understanding, courtesy, tact, empathy, and concern in all interactions. Actively seeks input from others when making decisions and openly encourages a diversity of opinions. Always willing to listen to multiple perspectives. Excellent at managing stressful situations. • Communication - Consistently communicates in a respectful tone and manner. Listens and ask questions to understand other people’s viewpoints. Aware of and responsive to verbal and non-verbal communication styles. Recognises cultural differences in communication and uses effective cross-cultural communication skills. • Customer Service - Proactively develops customer relationships by making efforts to listen and understand 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. 			

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.
 - ✓ Innovation - we are creative and daring in our thinking - we seek new ideas and new ways.
- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.
- Have a sincere commitment to animal welfare.

Experience & Knowledge

- Basic computer skills.
- Retail and customer experience desirable.
- Basic understanding of sale principles and customer service practices.

Requirements

- Commitment to volunteer for a minimum shift of three hours a fortnight. Weekly commitment preferred.
- Care with personal presentation: neat casual clothing with closed toe, non-slip footwear.
- Must be 18+ and physically fit (long periods of standing up and some weight carrying).
- Participate in ongoing training to assist with the role, when required.