

Human Resources

> Position Description



St Vincent de Paul Society
QUEENSLAND
good works

Position Title	Shop Assistant
Position Number	TBA
Position Status	Part Time
Classification	SVDP2.1
Central Council	TVL
Line Manager	Retail Operations Manager

Incumbent Name	TBA
Commencement Date	TBA

Society Mission Statement

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Position Summary

The Shop Assistance is responsible for providing effective support to the Centre Coordinator and providing quality assistance and support to all clients, members, volunteers and staff of the St Vincent de Paul Society Queensland.

Key Accountabilities

Centre Operations

- Effectively support the Centre Coordinator in the day to day operations of the Vinnies Centre for the optimum benefit of the Society's customers, clients members and donors
- Increase sales revenue in centre operation(s) meeting set objectives
- Ensure customer/clients satisfaction, turnover, control of expenses and other factors adhere to the pricing strategies and policies as determined by the appropriate decision maker within the Society
- Undertake Training and Development as appropriate and with the guidance and direction of the Centre Coordinator
- Be an active member in team meetings and management meetings
- Abide all workplace policies and procedures to ensure that safe work practices are upheld
- Contribute to the ongoing process of continual improvement and effective team work
- Ability to work and be motivated unsupervised
- Ability to step up to Manager when required
- Assist Centre Coordinator with presentation of stock and stock control

Volunteers/Staff

- Generate and maintain a volunteer-centered culture with guidance from Multi Centre Manager
- Undertaking and arranging for induction to further train volunteers as required with direction and guidance from Centre Coordinator

Project Work

- Measures will be provided as per project work objectives

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Additional Position Requirements

- Work is to be performed in accordance with all Society policies and procedures and legislative requirements including safety and environmental responsibilities
- Actively participate in staff training and development that include tool box talks and performance reviews
- Contribute effectively to the team and provide accurate and timely support and advice
- Acknowledgement that throughout the course of employment employees may be requested to work at different Society locations due to operation requirements.
- May be required to work flexible hours to meet set deadlines and objectives. Out of hours and/or weekend work may be required
- Understanding that duties and responsibilities identified in the position descriptions are only an overview of expectations when the document is developed and the position may mature throughout the employee relationship including the duties and responsibilities required to be performed
- Suitable National Police History Check, current Queensland license and blue card (if applicable)
- Perform all other duties as required

Organisational Chart



Delegations

Financial delegation as stated in the St Vincent de Paul Society Financial Delegation of Authority.

Qualifications [Essential / Desirable]

Essential

- Relevant Tertiary or Tafe Qualification in Retail Operations

Knowledge, Skills and Abilities

- Comply with the St Vincent de Paul Society policies and procedures, and practices including workplace health and safety requirements
- Contribute positively within a team environment
- Demonstrate a friendly, positive attitude, with a willingness to learn
- Effective communication and time manage skills
- Dedicated approach to service at all times
- Flexible approach and the ability to take initiative
- Ability to communicate effectively with workplace management, staff and volunteers
- Ability to maintain confidentially information at all times
- Demonstrate genuine respect for all people regardless of their situation
- Understanding of and commitment to the philosophy of the St Vincent de Paul Society Queensland and an ability to work in accordance with policies and procedures to promote the values and mission of the Society
- Understanding of risk management principles including current WHS legislation and regulations

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Employee Signature: _____

Date: _____