



Shop Assistant

Position Description

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Position Title	Shop Assistant
Responsible Council	Sydney Archdiocesan Council
Reports To	Store Manager

Primary position objective To assist in the daily operation of the Centre 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 Retail Centres across NSW.

Service Overview

Vinnies Centres (retail stores) are venues where goods are collected, sorted and displayed. Quality donated goods are then either given to people requiring assistance or made available for customers to purchase at reasonable prices.

Duties and Responsibilities

Financial Accountability

- Be 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

- 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.