



Position Description

Op Shop Assistant (Volunteer)

Reports to	Coordinator Volunteers and Social Enterprises
Role purpose	
<p>The Op Shop Assistant is a voluntary position supporting the daily operations of the Quercus Beechworth Op Shop. The purpose of this role is to work collaboratively as part of a team to deliver outstanding customer service and to promote sales which supports the work Quercus Beechworth undertakes.</p>	
Key responsibilities	
<ul style="list-style-type: none"> ● Assist with opening and closing of op shop in line with shop procedures. ● Receive, sort and price donated goods in line with procedure ● Welcome, greet, assist and serve customers in a friendly and helpful manner ● Display and rotate goods for sale in the shop in line with procedures ● Assist with general housekeeping and cleanliness of the shop to ensure safety and comfort for customers and volunteers ● Dispose of unsuitable items in accordance with procedures ● Help to create effective and engaging window and visual merchandising displays. ● Accurately process sales through the register. recording all 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 ● Record and report discrepancies and problems to the Coordinator immediately. ● Enhance product range knowledge to assist in role and enhance sales. ● Replenish stock to ensure shelves are at optimum level. ● Maintain confidentiality and privacy with information relating to the shop, customers, staff, volunteers, procedures and security. ● Communicate ideas to increase revenue ● contribute your skills and help raise funds to support the everyday work of Quercus Beechworth through driving and positively supporting promotional activities within the shop e.g events, shop initiatives etc ● Follow reasonable and lawful directions as well as undertake additional duties to meet operational requirements as requested by staff and management. ● Adhere to defined workplace health and safety 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 adversity the health and safety of any other person. 	



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Key relationships

Internal: Quercus Beechworth Op Shop Volunteers and all other Quercus Beechworth Volunteers, Coordinator Volunteers and Social Enterprises, Administration Assistant, Manager Quercus Beechworth, Staff and Board Members.

External: Members of the public

Expectations

It is expected that all volunteers will:

- Contribute to a positive workplace culture by embracing and aligning conduct with Quercus Beechworth Code of Conduct policy and the Quercus Beechworth Values.
 - ★ **Community** - Being part of an engaged community gives a sense of belonging
 - ★ **Curiosity** - We are open to and look for new ways to do things
 - ★ **Fun** - The work we do and how we do it can make everyone's day brighter
 - ★ **Inclusion** - We welcome people from all walks of life..
 - ★ **Integrity** - We are safe, truthful and honest. We communicate openly, and our actions are consistent with our words.
- Understand and work in accordance with Quercus Beechworths Policies and Procedures.

Knowledge, skills & experience

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

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (by Quercus Beechworth)
- Working With Childrens Check

Learning & development

- Attend Quercus Beechworth Volunteer Induction training and ongoing training as required.
- Attend scheduled volunteer meetings as required



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General conditions

- The holder of this position recognises the importance to advise the Coordinator of any proposed absences as early as possible prior to their shift commencing to allow adequate alternative arrangements to be made.
- We act always in accordance with the Quercus Beechworth Code of Conduct.
- We are a Child Safe organisation and all volunteers are required to comply with legislation requirements
- We comply with Quercus Beechworth Workplace Health and Safety policies and procedures