

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Retail Sales Assistant	Department	Retail
Location	Various	Direct/Indirect Reports	Nil
Reports to	Store Manager / Assistant Store Manager	Date Revised	November 2011

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

The Volunteer Retail Sales Assistant has responsibility for promoting and driving sales in Red Cross retail stores. This role works with the Store Manager, Assistant Store Manager, Day Supervisor and other staff in the efficient and effective delivery of retail customer service.

### ■ Position Responsibilities

#### Key Responsibilities

- Participate in the daily processing and preparation of store merchandise and goods
- Provide a high level courteous and professional service to all customers
- Ensure point of sale procedure including EFTPOS is adhered to
- Assist in the attractive presentation and rotation of store merchandise
- Assist in keeping the store, merchandise and fixtures clean - involves vacuuming, dusting, cleaning of amenities, etc
- Ensure merchandise is sold at the correct price and that any discounts given are in accordance with advertised promotions
- Monitor and report any possibilities of theft to Store Manager
- Contribute to a productive working environment and relationship with the Store Manager and Team
- Ensure current knowledge of Australian Red Cross services and refer enquiries where appropriate
- Maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security
- Participate in training to ensure current knowledge of Red Cross retail products, policies and procedures
- Represent Australian Red Cross in a professional manner at all times
- Promote a proactive approach to Work Health and Safety in accordance with the Red Cross National WHS Management system

## ■ Position Selection Criteria

### Technical Competencies

- Excellent communication and customer service skills
- Ability to work effectively as part of a team
- Proven reliability and punctuality
- A positive, can-do attitude
- Shows initiative with a common sense approach

### Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters