

<b>Position</b>	<b>Retail Assistant</b>	
<b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Drivers Licence and Own vehicle is preferable but not essential</li> <li>• Some experience in Retail Operations.</li> <li>• Demonstrated initiative, thinking and planning</li> <li>• Demonstrated experience on POS systems and EFTPOS</li> <li>• Ability to follow legislation pertaining to Retail Operations and Work Health and Safety requirement</li> <li>• Ability to operate within a diverse team</li> <li>• National Police Check is required for all roles at LCM (or willingness to obtain)</li> <li>• Working with Vulnerable People check (or willingness to obtain)</li> <li>• Where required, specific locations require team members to be physically fit to transfer donations (cartons and furniture) to transport and showroom</li> </ul> <p><b>Desirable Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.</li> <li>• First aid certificate (or willingness to obtain)</li> </ul>	
<b>Summary of Role (inc. Role Purpose)</b>	<p>The position is required to assist in one or more of Launceston City Mission’s Retail Shops in the delivery of quality retail goods and service.</p> <p>The position requires the employee to develop positive working relationships with peers, management, the general public, stakeholders and other functional areas within the organisation.</p> <p>Primarily a Retail Assistant will be responsible for: customer service, merchandising, maintaining and ordering stock, opening and closing the shop and operation of equipment.</p>	
	<b>Key Responsibilities</b>	<b>Key Performance Indicators (observable and measurable)</b>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide in-depth product and service advice in a retail environment.</li> <li>• Sell products and services.</li> <li>• Provide helpful advice to customers regarding purchases.</li> <li>• Attend to merchandise displays and store presentation.</li> <li>• Operation of layby requirements</li> <li>• Operate retail technology including EFTPOS.</li> <li>• Monitor and maintain stock supplies.</li> <li>• Order stock as required.</li> <li>• Open and close shop as required.</li> <li>• Balance and secure point-of-sale terminal.</li> <li>• Other customer service duties as directed by Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers served efficiently and courteously.</li> <li>• Minimal customer complaints received</li> <li>• Purchases are processed according to policy.</li> <li>• Laybys processed accurately according to policy</li> <li>• Stock levels are effectively managed.</li> <li>• Orders processed accurately.</li> <li>• Shops are opened and closed according to policy, and on time.</li> <li>• Sales are processed efficiently and accurately.</li> <li>• Point of sale terminal kept secure at all times.</li> <li>• Point of sale terminal accurately balances.</li> <li>• Complies with LCM Values.</li> </ul>

<p><b>Safety</b></p>	<ul style="list-style-type: none"> <li>• Contribute to workplace safety.</li> <li>• Operate with Duty of Care.</li> <li>• Ensure the Reporting of all incidents, accidents and hazards to Supervisor and by using the LCM Incident Notification procedure.</li> <li>• Perform all work in a safe manner in accordance with Launceston City Mission Work Health and Safety Policy and Procedures.</li> <li>• Operate and maintain plant and equipment in a safe manner.</li> <li>• Keep required licences current.</li> </ul>	<ul style="list-style-type: none"> <li>• All incidents, accidents and hazards are reported immediately through the required system.</li> <li>• WHS systems are used to alert Management to hazards and suggestions for improvements to be made.</li> <li>• Undergo competency assessments as required.</li> <li>• Pre-start records completed on a daily basis.</li> <li>• Any faults or defects are reported immediately.</li> <li>• Licences maintained.</li> </ul>
<p><b>Shop Cleanliness and Presentation)</b></p>	<ul style="list-style-type: none"> <li>• Clean up litter in and around the Shop.</li> <li>• Assist to prevent illegal scavenging from occurring on site.</li> <li>• Contribute to security of the site on a daily basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Refuse disposal is conducted in accordance with the Mission policies and procedures.</li> <li>• Maintain the good image of Launceston City Mission.</li> <li>• Refuse is disposed of in the correct areas.</li> <li>• Illegal scavengers are reported to Supervisor.</li> </ul>
<p><b>Contribution to Organisation</b></p>	<ul style="list-style-type: none"> <li>• Participate in the implementation of the “strategic plan” and attainment of key goals as required.</li> <li>• Actively support &amp; represent LCM’s mission and values.</li> <li>• Actively and constructively represent the organisation positively to the various stakeholders at all times.</li> <li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.</li> <li>• Operate in accordance with organisational policies and procedures (e.g., Financial, HR, ICT, delegations, communication, etc.).</li> <li>• Adhere to work, health, and safety policy &amp; procedure.</li> <li>• Participate in the Character Core Program.</li> </ul>	
<p><b>Further Expectations</b></p>		
<p><b>Quality</b></p>	<p>Commitment to continuous improvement, high level of integrity, professionalism and attention to detail.</p>	
<p><b>Administration</b></p>	<p>Good written and verbal communication skills, able to provide excellent service to clients and stakeholders.</p>	
<p><b>Communication</b></p>	<p>Attend and participate in Staff Meetings</p>	
<p><b>Teamwork</b></p>	<p>Contribute to a safe, healthy, caring and enthusiastic team culture</p>	

**LAUNCESTON CITY MISSION VALUES**

<p><b>Faith</b></p>	<p>We have confidence that ethical actions will bring good results</p>
<p><b>Justice</b></p>	<p>We take personal responsibility to uphold what is pure, right and true</p>



<b>Compassion</b>	We invest whatever is necessary to heal the hurts of others
<b>Flexibility</b>	We are attentive and responsive to the changing needs in our community
<b>Enthusiasm</b>	We work with passion and commitment to achieve our goals