

<b>Position</b>	Attendant Resale Shop	
<b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Some experience in Retail Operations.</li> <li>• Ability to follow legislation pertaining to Retail Operations, Recycling and Work Health and Safety requirements.</li> <li>• Ability to operate within a diverse team.</li> <li>• Ability to work in a strong odour environment.</li> <li>• A Satisfactory National Police Check is required for all roles at LCM.</li> <li>• A medical assessment is required for all Resale Shop roles at LCM.</li> <li>• Physically fit for manual handling requirements.</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>• Experience with EFTPOS.</li> <li>• First aid certificate (or willingness to obtain).</li> <li>• Current driver's license.</li> </ul>	
<b>Summary of Role (inc. Role Purpose)</b>	<p>The Attendant Resale Shop is required to assist the Supervisor Resale Shop in the delivery of retail and recycling service.</p> <p>The position requires the employee to develop working relationships with peers, the general public, stakeholders and other functional areas within the organisation.</p> <p>Primarily the Resale Centre Attendant will be responsible for: customer service, receiving, sorting and processing recyclable and resalable items, safely supporting customers in unloading goods suitable for recycling &amp;/or resale, general site safety and Duty of Care, merchandising, maintaining of site cleanliness and presentation.</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>• Operate retail technology including POS and EFTPOS.</li> <li>• Monitor and maintain stock supplies.</li> <li>• Balance and secure point-of-sale terminal.</li> <li>• Other retail duties as directed by Supervisor.</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>• 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>
<b>Receiving and Processing</b>	<ul style="list-style-type: none"> <li>• Receive and process resale &amp; recyclable goods according to policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Goods are received and processed according to policy.</li> <li>• Items identified for resale are removed efficiently and safely.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify and safely remove items for re-sale.</li> <li>Clearly direct and assist customers on site with courtesy and patience.</li> <li>Direct customers safely over weighbridge if required.</li> <li>Dispatch materials as required.</li> <li>Other processing duties as directed by Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>Customers directed accurately and safely.</li> <li>Minimal customer complaints received.</li> <li>Communicates well with customers, fellow workers, and Supervisor.</li> <li>Complies with LCM Values.</li> <li>All hazardous/controlled wastes are disposed according to policy.</li> </ul>
<b>Safety</b>	<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 Occupational 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>Orderly movement of traffic is maintained.</li> <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 managed.</li> <li>Any faults or defects are reported immediately.</li> <li>Licences maintained.</li> </ul>
<b>Shop Cleanliness and Presentation</b>	<ul style="list-style-type: none"> <li>Clean up litter in and around the Resale 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 and council's policies and procedures.</li> <li>Maintain the good image of Launceston City Mission and Burnie City Council.</li> <li>Illegal scavengers are reported to Supervisor.</li> </ul>

**LAUNCESTON CITY MISSION VALUES**

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