



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION TITLE:	Retail Assistant
RESPONSIBLE TO:	Shop Coordinator Retail Sales and Services Manager
FUNCTIONAL RELATIONSHIPS:	New Zealand Red Cross Staff and Members National Retail Staff Shop Coordinator General Public

POSITION SUMMARY:

To assist with the co-ordination of the daily operational needs of the Red Cross Shop, including sales management, enhancing customer service, stock management and shop presentation in a professional, efficient and effective manner. This may also include overseeing the shop in the absence of the Shop Coordinator.

KEY RESPONSIBILITY AREAS:

To assist with the daily retail operation of the Red Cross Shop.

Customer Service

- To provide a high level of customer service, building and maintaining relationships with customers and volunteers.

Promoting/Driving Sales

- To assist and advise customers on purchases and increase sales opportunities.

Cash Management

- To ensure point of sale, daily EFTPOS and end of banking totals are correct.
- Ensure guidelines are followed as per the Retail Manual.

Shop Presentation

People Integrity Diversity Leadership Innovation

- Visual Merchandising: assisting with in-store merchandising enabling product promotion targeted at optimal sales.
- Ensuring a tidy shop, tidying racks and shelves, emptying dressing rooms.

Stock Management

- Where necessary to assist with stock management, efficient and timely ordering of replenishment stock, and processing of stock orders.
- Assisting with stock pricing as per price guidelines and in accordance with the Red Cross Retail Manual.
- Assist with maintenance of stock levels.
- To assist with timely stock rotation in consultation with the Shop Co-ordinator.

Volunteers

- To assist with volunteer management, including recruitment and training of new volunteers as required.
- To ensure volunteer staff adhere to shop policies and procedures as set out by Management and the Red Cross Retail Manual.

Health, Safety and Wellbeing

- Take responsibility for your personal health, safety and wellbeing and that of others, by not knowingly putting yourself or others at risk.
- Follow all safety and wellbeing procedures and instructions advised to you.
- Report incidents, including near misses, promptly for investigation.
- Actively deal with and /or report unsafe practices, actions and / or conditions for prompt attention.
- Actively participate in the management of health, safety and wellbeing in your workplace and bring any concerns or suggestions to the attention of your manager and/ or health safety and wellbeing representative.

DELEGATIONS:

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in

accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

PERSON SPECIFICATION:

Qualifications:

- Formal qualifications are not essential.
- Background in retail advantageous.

Experience/Competencies

The appointee would be able to demonstrate:

- Experience in cash handling, cash management, and retail shop operations.
- Great communication skills.
- Experience in a sales environment.
- Experience working as or with volunteers.
- An interest in fashion retail.
- Ability to work as part of a team.
- Skill in dealing with customers.
- Be prepared to work flexible hours.
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

Travel

A current motor vehicle driver's licence is favourable but not essential. The appointee must be able to travel within the region for staff conferences and other Red Cross retail business as required. Use of own car may be required; mileage will be reimbursed with prior approval from Retail Operations Manager/National Retail Manager.

APPROVED:

Authorised signature:	
Name:	Anne Smith
Position:	General Manager, Corporate Services
Date:	