



POSITION TITLE: Shop Coordinator

RESPONSIBLE TO: Retail Sales and Service Manager

DIRECT REPORTS: Retail Assistant

FUNCTIONAL RELATIONSHIPS: National Retail Staff
Red Cross Staff
Members
Customers

POSITION SUMMARY:

The Shop Coordinator is responsible for the maximising of sales and profitability of the shop, through effective management of stock, Members and customers. This includes the provision of a learning environment for Member staff.

The incumbent will be required to work during shop opening hours and the hours of work will be based on a roster.

KEY RESPONSIBILITY AREAS:

Merchandising/Promotion Shop Sales

- Ensure that members rostered for duty keep the shop clean and well presented at all times.
- Weekly, ordering of replenishment stock and rotation of stock. Monitoring quality of garments and goods displayed.
- Ensure that the shop layout and stock presentation is maintained at a high standard.
- Provide monthly report information on merchandise sales trends to the Retail Sales and Services Manager.
- Regularly checking opposition shops re products, prices etc.

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- Provide excellent customer service.
- Provide training opportunities for members/ staff to enhance customer service in consultation with the Retail Sales and Services Manager.

Coordinate Member Management

- Recruit, train and retain the staffing duty roster for the shop.
- Maintaining and promoting cooperative working relationships with all staff/ Members involved on the shop roster.
- Provide leadership and support to all staff/members.
- Ensure that adequate training is provided for all staff/member undertaking shop duties.
- Promotion and encouraging the recruitment of staff/member shop staff.
- Initiate regular team meetings with staff/Members *within the shop*.
- Retail Policy & Procedure Manual.

Cash/Finance Management

- To manage all aspects of the day to day floats, EFTPOS and banking.
- Be responsible for the accounting and recording of all financial transactions and for the daily banking of monies.
- Ensure the Weekly Income Sheet is dispatched to National Retail Office the week following shop trading week end.
- Adherence to all registered policies and procedures.

To carry out Red Cross obligations

- Ensure the shop meets Retail Policy and Procedure requirements.
- Ensure that Red Cross information is readily available to customers.
- Occasionally support to the Retail team through assisting at new shops and training assistance and peer support as directed by the Retail Sales and Services Manager.
- Attend Retail Department and Red Cross meetings as required.
- Ensure health and safety obligations are met and that hazards in the workplace are identified and managed in accordance with Red Cross policy, including the identification of problems and resolutions through the Sales and Services Manager.
- Any other duties as required.

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	1
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:

- A minimum of two years' experience in either a management or supervisors role
- Proven experience in co-ordinating teams, including the ability to motivate teams to success
- Strong relationship management skills
- Experience working in retail would be advantageous

Experience/Competencies

The appointee would be able to demonstrate:

- Excellent customer service skills
- Experience/interest in working with Members
- Experience or interest in design and a flair for great displays
- Knowledge of systems involved with retail stock management including stock rotation
- Experience in cash handling, cash management, and retail shop operations.
- Self motivated and have a positive and friendly approach
- Ability to work efficiently with minimum supervision

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- Ability to carry out physically demanding work including heavy lifting and manoeuvring
- Be prepared to work flexible hours, generally Monday to Friday. Some Saturday work may be required
- Be enthusiastic and have the commitment to work as a team member of Red Cross
- 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 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 the Retail Sales and Services Manager/Retail Operations Manager.

Driver’s Licence

A current motor vehicle driver’s licence is essential.

APPROVED:

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