

Position Description– Retail Warehouse Assistant

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

Effectively and efficiently assist with all aspects of Presbyterian Support Otago's retail operations, including warehouse, retail shop, and online.

Primary Objectives

- Respectfully receive, sort, research, prepare and price donated clothing and products for sale
- Maximise the value of donations through good knowledge of brands, clothing, fashion and trends
- Collaborate with our front-of-shop and online staff, and volunteers, to create the best possible shopping experience for our customers and donors
- Ensure stock management and distribution systems operate efficiently, safely and smoothly
- Guide and give direction to volunteers to achieve daily warehouse objectives
- Proactively take measures to step up as a community lead for sustainability
- Help cultivate a positive culture of teamwork, with a willingness to work hard and take the initiative

Accountability

Expected Outcomes / Key Performance Indicators

Teamwork

- Collaborating with colleagues and volunteers to plan and create engaging and eye-catching visual displays
- Communicating effectively with volunteers, colleagues, donors and customers – explaining processes, answering questions, giving direction and clearly conveying information to others
- Champion flexibility – fluctuating workloads, changing priorities, trying new ways of doing things
- Proactively identifying problems, suggesting

	<p>improvements and taking initiative</p> <ul style="list-style-type: none"> • Ensuring health and safety protocols and procedures are always followed • Showing passion for our charity's mission and cause, with motivation for making a positive impact • Serving customers, cash handling and operating the cash register and EFTPOS equipment with care and accuracy, when required • Always being an ambassador for Presbyterian Support Otago, ensuring our store is inclusive and welcoming
Donated Goods Handling	<ul style="list-style-type: none"> • Receiving, sorting, and preparing clothing, household goods and bric-a-brac for sale • Greeting and thanking donors as they drop off goods at the warehouse. Donors feel valued for the contribution they make to PSO. • Pricing goods in accordance with PSO retail policy and procedures. The quality and value of goods is accurately assessed and priced accordingly. • Undertaking minor repairs, cleaning, and ironing as appropriate, to increase the value of donated goods. • Distributing, storing, and disposing of goods in accordance with PSO retail policy and procedures. • Goods are sorted accurately and prepared for retail distribution, in accordance with PSO retail policy and procedures. • The security of goods is maintained. • Stock management and organisation, distribution, inventory tracking and retrieval systems operate smoothly, meeting the needs of the retail and online operations. • No goods leave the warehouse area without the permission of the Retail Manager.
Online support	<ul style="list-style-type: none"> • Assist with the shop's online sales process • Assist with any customer enquiries and ensure these are resolved or escalated to a Team Leader or Retail Manager within the agreed timeframe. • The online shop experience is inviting, knowledgeable, and inclusive.

Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> Positive and collegial relationships are developed and maintained. Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> Active engagement with personal development review process. Personal and professional development goals and objectives are established. Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. You are expected to work safely and to actively participate in health and safety programmes in your work area. All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Retail Manager and Team Leaders	Direct Reports: Nil
Internal Relationships: Retail Manager Team Leaders Employees and Volunteers Van Driver Other PSO staff	External Relationships: Customers Donors Tradespeople
Person Specifications	
Qualifications/Skills <ul style="list-style-type: none"> Experience in retail, sales and/or warehouse and storage facilities Skills and experience in using Google/search engines to research and price items of value Excellent written and verbal communication and interpersonal skills Driver's licence is desirable 	
Experience/ Knowledge <ul style="list-style-type: none"> Capacity to work with, and provide quality direction and service, to a wide range of people Good understanding of the fashion and retail sector, and ability to identify brands and stock that will meet current seasonal and fashion trends Skills and experience in identifying vintage, retro and valuable goods Ability to work independently and as part of a small team Experience in working with volunteers 	

Personal Qualities

- Energetic and motivated, demonstrating initiative and passion for the job
- Highly organised and able to manage daily workloads and volunteers
- Professional maturity to handle sensitive/confidential information and to act with empathy, integrity, patience, and maturity
- Willingness to adapt, constantly improve, and try new ways of doing things

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and ongoing support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

