



POSITION DESCRIPTION

POSITION TITLE:	Retail Store Assistant
DEPARTMENT:	Retail
DIVISION:	Social Enterprises
OCCUPANT:	VACANT
DATE APPROVED:	July 2010
APPROVED BY:	Emma Hoppe

ORGANISATIONAL PURPOSE:

Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The BSL has developed into an independent organisation with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

The Brotherhood of St Laurence employs over 600 staff and is supported by 1200 volunteers. We are developing social and community enterprises to address inequality by forming partnerships between government, business, community and welfare organisations.

As well as providing services and programs for families and elderly people on low incomes, refugees, young people and the unemployed, we research the causes and effects of poverty and advocate national and local policy solutions for people who are disadvantaged.

The BSL is currently focusing its work on strategies to alleviate and prevent poverty for those people most at risk at the four transition stages considered critical to their future well being: the early years, the years from school to work, periods in and out of work and retirement and aging.

DEPARTMENTAL PURPOSE:

The Retail Stores Group is part of the Community Services Division. The retail network was originally started as a fundraising venture to support and subsidise the community work associated with the BSL's vision of an Australia Free of Poverty. Retail is now incorporated into Brotherhood's community work itself and its growth and sustainability depends on the integration of the store into Empowered Community Enterprises.

POSITION PURPOSE:

To undertake General Shop Duties under direction of Area and Shop Manager, liaise with volunteer workers and assist in the running of business

KEY RESPONSIBILITIES AND DUTIES:

1. Providing customer service and retail operations

- Ensure high quality reputation through excellent customer service, sales and merchandising
- Ensure client requests are met in a professional and timely manner
- Ensure the store is clean and tidy at all times
- Assist with the display, sale and stock control of product
- Use initiative to solve problems and report any issues to Retail Team Leader
- Provide feedback and suggestions on solutions for on customer service issues

2. Occupational Health & Safety

- Perform all functions in accordance with BSL OH&S requirements
- Actively encourage OH&S within the workplace by maintaining a neat and clean work environment at all times, bringing any OH&S issues immediately to the attention of a member of the OH&S Committee.
- Ensure all staff are aware and work within the B.S.L's O.H. & S. policies and procedures.

3. Equal Employment Opportunity (E.E.O.)

- The BSL is an Equal Employment Opportunity Employer. Therefore, BSL policies and E.E.O. legislation bind all employees.
- All B.S.L. staff must be committed to a work environment free from discrimination and harassment.
- Ensure all staff are aware of E.E.O. legislation and the accommodating B.S.L. policies, and ensure these policies/legislation are enforced.

ORGANISATIONAL RELATIONSHIPS:

Reports to: Store Manager

KEY SELECTION CRITERIA

- Ability to work well in a team environment
- High quality people skills
- Previous retail experience preferred.
- Ability to work with a combination of volunteers and paid work force staff.
- Ability to relate to the mission and values of the Brotherhood of St Laurence.
- Experience in recycled goods preferred, but not essential
- Driver's license preferred.

CONDITIONS OF EMPLOYMENT

- Conditions are as per the BSL, ASU , NUW & SDA Enterprise Agreement December 2010
- Salary will be \$34, 906.80 per annum, pro rata. Plus weekend penalties.
- This is a permanent Full Time position of 38 hours of 7.6 hour days on Monday, Tuesday, Wednesday, Saturday and Sunday per week .
- Primarily based at Brunswick but with the flexibility to be deployed to another BSL store if/when required.
- It is a condition of employment that all staff take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- All staff are expected to behave in accordance with the principles of the Brotherhood of St Laurence Code of Ethical Behaviour.
- A three-month probationary period applies.
- The BSL operates a smoke-free work environment.

Senior Manager

Incumbent

Date