



JOB DESCRIPTION – CASUAL RETAIL ASSISTANT

Introduction

The Flame Tree Community Food Co-operative is a not for profit grocery store based in Thirroul. We are dedicated to providing wholesome food to our members and the wider community that is as far as possible:

- locally sourced
- ethically produced
- organic or pesticide free
- minimally packaged
- reasonably priced

The Co-op relies on a large number of dedicated volunteers to run the organisation, including volunteers that work in the shop and also non-shop volunteers who undertake activities that support the Co-op such as marketing, coordination and governance (including the Co-op's directors). There are a small number of paid positions, whose responsibility is to manage the shop on a day-to-day basis including coordinating shop volunteers, ensuring great customer service is delivered, managing stock, and problem-solving.

Responsibilities

- Day to day hands on operation of the shop including re-stocking, pricing, merchandising the store shelves and serving customers.
- Assist with ongoing volunteer training and supervision, ensuring our volunteers feel valued and supported.
- Engage and connect with current and future customers and volunteers to help create a great shopping and volunteering experience. Serve customers promptly and in a friendly and professional manner.
- Look for improvements to the business and communicate well with the Retail Manager to ensure the shop is always clean, presentable and stocked for trade.
- Maintain the safety, stability and reputation of the shop by complying with legal requirements and policies, including Work Health and Safety, as advised by the Retail Manager.
- Constantly monitor presentation, quality of stock, stock levels in the shop and restock shop as and when required.
- Set up the shop for the day's trading (if first shift of the day) ensuring that all available products are on display, the shop is clean, tidy and clutter-free and that till float is correct.
- Perform end-of-day procedures (if last shift of the day), including reconciling the point of sale, cleaning and tidying the shop and locking up.
- Undertake other tasks and projects for the Co-op as requested

Preferred Skills and Qualifications

- Grocery retail experience.
- Excellent customer service.
- Excellent verbal communication and teamwork skills.
- Cash handling skills and experience.
- Experience working with a volunteer run organisation and/or supervising volunteers.
- Demonstrated history of problem-solving and initiative
- Commitment to the values of the Co-op (sustainable, ethical, local, package-free and organic)
- Flexible work hours

To apply, please email your CV and a cover letter addressing the skills and qualifications above (including your availability) to flametreemanager@gmail.com.

For all enquiries, contact Gini Purcell, Retail Manager, on 02 4267 5792 or at the above email address.

Applications close 9am Monday 25 March 2019. Interviews for short-listed candidates will be held in mid-April.