

<p>Our Mission We reduce, reuse and recycle to champion behaviour change Our place is a hub which connects people, things and ideas</p> <p>Our Vision Lead the way to zero waste</p>	<p>Our Core Values Be resourceful Keep our promises Look after each other and our place Have fun together</p>
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Position Title:	Reuse Yard - Customer Service - Sales Assistant
Position Name:	
Date:	
Reports To:	Wanaka Reuse Yard Supervisor - Daniel Cooney
Overall Objective	<p>Customer Service - receiving and selling reusable goods</p> <p>First point of contact for people coming on site - sharing information and advice to help customers use the services Wastebusters provides</p> <p>Sorting, pricing, shelving, organising, displaying, cleaning goods</p>

Company Wide Objectives

Area	Key Tasks	KPI's and Measures
Vision and Mission	<ul style="list-style-type: none"> Contribute towards achievement of the Wastebusters vision and mission Work in a way that supports our guiding principles 	<ul style="list-style-type: none"> Is aware of vision and mission Works actively to achieve performance goals Behaviour is consistent with guiding principles
Health and Safety	<ul style="list-style-type: none"> Adhere to Wastebusters health and safety policy and process 	<ul style="list-style-type: none"> All identified hazards logged in register All accidents or incidents are recorded in register
Education for Sustainability	<ul style="list-style-type: none"> Answer questions about what can and can't be recycled at Wastebusters Answer questions about reducing, reusing and recycling 	<ul style="list-style-type: none"> Demonstrated understanding of what can and can't be recycled Know who to pass queries on to
Teamwork	<ul style="list-style-type: none"> Contribute towards overall team goals Participate in staff and team meetings Work with others to achieve goals 	<ul style="list-style-type: none"> Actively contribute at team meetings Well regarded by team members Works with others to achieve goals Helps other staff achieve their goals

Experience needed

<ul style="list-style-type: none"> Passion for reduce, reuse, recycling and zero waste Previous experience selling second hand goods, customer service and sales assistance Positive can-do attitude Ability to work weekends Sense of humour
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Role Specific tasks and activities

Area	Key Tasks	KPI's and Measures
Drop off Area	<p>Explain to customers what we do and don't accept</p> <p>Unload and receive goods</p> <p>Pick up goods from houses and businesses</p>	<ul style="list-style-type: none"> ★ Able to relate to a wide range of people ★ Knowledgeable about what we take, why, and able to direct customers to other teams as required ★ Suitable goods taken for reuse others redirected to recycling or green waste ★ Rubbish separated out and left with customer when possible
Sorting area	<p>Sort and price re-usable goods</p> <p>Figure out prices for unusual items</p> <p>Prioritise sorting tasks</p>	<ul style="list-style-type: none"> ★ Follow standard processes so sorting area is safe and well organised ★ Prices based on list in manual ★ Work with others to manage work flows ★ Sorting area cleared regularly
Shop & Yard floor	<p>Displaying and selling goods</p> <p>Maintaining sections & housekeeping</p> <p>Customer service</p> <p>Risks managed - trip hazards, unstable objects, sharps, toxic</p>	<ul style="list-style-type: none"> ★ Goods displayed safely in defined areas ★ Regular cleaning and culling out process ★ Problems resolved quickly and appropriately or referred on ★ Keep area and site safe
Cash Handling	<p>Price and sell goods</p> <p>Sell product; bokashi, blue bags</p> <p>Use till & EFTPOS machine</p> <p>Cash reconciliation at end of day - explain any differences</p>	<ul style="list-style-type: none"> ★ Confident with pricing and bargaining ★ Follow processes for sales; refunds, staff purchases, recording stock sold, sponsorships ★ Accurate on till and EFTPOS ★ Follow cash up process - resolve any mistakes or system failures
Site	<p>Lock up building and site securely</p> <p>General housekeeping and cleaning</p> <p>Simple maintenance</p> <p>Other tasks as requested by manager or Supervisor</p>	<ul style="list-style-type: none"> ★ Shop & Yard set up and ready to open by 9 am ★ Check for weird, ugly, dangerous and unsuitable objects - dead animals etc ★ Lock up completed at end of day so building and site are secure ★ Toilet and staff room clean and tidy & dishwasher managed, fire left in safe state overnight