

<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 Shop and Yard - Customer Service - Sales Assistant
Position Name:	
Date:	
Reports To:	Reuse Manager - Matthew 'Bif' Smith Shop Supervisor - Abi Hurford-Abel, Yard Supervisor - Bene Schwarz
Overall Objectives	Customer Service - receiving and selling reusable goods First point of contact for people coming on site - sharing information and advice to help customers use the services Wastebusters provides Sorting, pricing, shelving, organising, displaying goods

Company Wide Objectives

	Key tasks	Outcomes
Mission, vision and values	Knows and understands our mission, vision and values	Works with others to achieve mission and vision Words and actions a good fit with core values
Health and safety	Proactive approach to health and safety on and off site Understands key elements of Wastebusters H&S process	Works with others to keep people safe Follows Wastebusters H&S processes Raises any issues or concerns straight away
Learning for sustainability	Works on building communication skills and knowledge base to share Wastebusters key messages with people from all walks of life	Understands zero waste - theory and practise Makes an effort to learn about other teams activities and able to answer simple questions Passes on any questions unable to answer
Teamwork	Understands team goals and helps develop plans and projects that achieve them. Works well with others to make things happen	Contributes at team meetings Well regarded by team members Helps others 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 & left with customer
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
Product Stewardship	<p>Receiving, storing, packaging and shipping 'take back' products and containers; Reusable glass bottles, used oil, e-waste, paint, batteries, cell phones, chargers, fluorescent bulbs and tubes, printer cartridges etc</p>	<ul style="list-style-type: none"> ★ materials stored in suitable format ★ no backlog of material ★ materials to correct destination ★ information about what and why available
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>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
Customer Service	<p>Friendly, helpful manner in dealing with customers and other staff</p> <p>Be aware of and follow procedures outlined in handbook and manuals. Deal with any issues ASAP. If unable to resolve issues easily. Consult Supervisor. Answer questions about services and materials promptly, seeking advice where needed from Supervisor</p>	<ul style="list-style-type: none"> ★ Issues passed on if unable to resolve ★ No complaints about attitude ★ No complaints about service provided ★ Questions answered or passed on to Q&A system
Electrical Testing (if licenced)	<p>Test electrical appliances suitable for resale in the shop/yard</p>	<ul style="list-style-type: none"> ★ Appliances are tested regularly with no backlog ★ Failed appliances disposed of correctly ★ Inform staff how to check for acceptability of appliances
Site	<p>Lock up building and site securely</p> <p>General housekeeping and cleaning</p> <p>Simple maintenance</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 end of day so whole site is secure ★ Toilet and staff room clean and tidy & dishwasher managed, fire left in safe state overnight
Other activities	<p>Contribute to Wastebusters plans & manuals</p> <p>Attend team and staff meetings</p> <p>Attend occasional out of hours meetings</p> <p>Other duties as requested by Supervisor and Management</p>	<ul style="list-style-type: none"> ★ Contributes ★ Team Player; both within own team and other teams at Wastebusters ★ Good of Wastebusters at heart ★ Willing to take on additional tasks

