



**Job Description – Reuse shop**

**Overall purpose**

- Customer service - receiving, sorting, shelving, and organising reusable goods and materials
- To help with other tasks to maintain the day to day operations at Wanaka Wastebusters (WW)
- To work towards zero waste in line with the Mission Statement and Vision of Wanaka Wastebusters

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| <b>Accountable to</b>                | <b>Reuse Supervisor</b>   |
| <b>Rationale for roles</b>           | <p>The WW reuse shop and yard is a busy 7 day a week operation with staff working as a team to receive, price, sort and sell goods and materials suitable for reuse.</p> <ul style="list-style-type: none"> <li>• first point of contact for people coming on site</li> <li>• sale of reusable goods and materials is a key income stream</li> <li>• giving information and advice about a wide variety of topics related to reuse and recycling</li> <li>• helping customers to use the facilities and services we provide – recycling, drop offs, reuse, scrap, C&amp;D</li> </ul>  |
| <b>Qualities and skills required</b> | <p><b>Interested</b> in the work we do, committed to the idea of reusing and recycling. Knowledge and interest in broader waste minimisation, education for sustainability, reuse and repair, craft, handyman.</p> <p><b>People skills;</b> Customer service experience, able to relate to wide range of people, manage being friendly and getting the job done at the same time.</p> <p><b>Adaptable;</b> able to make decisions based on general principles, multi task, think on your feet, solve problems and adapt to changing circumstances</p> <p><b>Teamwork;</b> Co-operate with others working on site to achieve goals and complete tasks, back up and support other staff in their roles when necessary. Contribute ideas and feedback at staff meetings.</p> |

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|                            | <p><b>Achieve a balance</b> between day to day activities and longer term project goals by planning ahead and managing time wisely.</p> <p><b>Health and safety conscious;</b> Very important in lifting, stacking and storing shop goods. Need to be prepared to give customers direction if they are doing anything unsafe</p> <p><b>Interest in reuse and willing to build product knowledge;</b> Knowledge of products e.g. able to recognise and price collectibles, quality furniture, retro items, label and quality clothing</p> <p><b>Physically fit;</b> lifting and handling goods is a big part of the job, you'll be on your feet all day.</p> <p><b>Creative and systematic;</b> Take the initiative to improve and develop the area, co-operate with team members to try out and develop systems, update the restore manual with new activities and practises.</p> <p><b>Well presented;</b> personal appearance clean and tidy</p> <p><b>Computer skills;</b> able to use email and create basic word documents an advantage</p> |
| <p><b>Remuneration</b></p> | <p>Dependent on;</p> <ul style="list-style-type: none"> <li>• ability to work and achieve goals and follow procedures with minimal supervision</li> <li>• achievement of goals set for position</li> <li>• contribution to improvement of systems and processes</li> <li>• revenue generated through area sales</li> <li>• ability to generate customer satisfaction and repeat business</li> <li>• teamwork approach to work practices, problem solving and staff relationships</li> </ul>  |

| <b>Key Tasks</b>           |  |  |
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| <b>Reuse shop and yard</b> | Receiving, and sorting re-usable goods<br>Advising customers about what we do and don't accept<br>Collecting goods form houses and businesses through the Moving on Service. Usually with another staff member.  | <ol style="list-style-type: none"> <li>1. Sorting area well organised and instructional signs displayed</li> <li>2. High standard of customer service maintained</li> <li>3. Suitable goods taken, others redirected to waste services or Green waste</li> </ol>                         |
|                            | Displaying and selling goods<br>Procedures for customer and staff purchases followed   | <ol style="list-style-type: none"> <li>1. Goods stored safely in defined areas</li> <li>2. Negotiation skills well developed</li> <li>3. Problems resolved quickly and appropriately</li> <li>4. Regular cleaning and culling schedule maintained</li> </ol>                             |
|                            | Advertising and promotion ideas passed on to Reuse Manager   | <ol style="list-style-type: none"> <li>1. Messenger ads to Comms in a timely manner</li> <li>2. Gaps identified and ideas brought to Reuse manager for go ahead</li> <li>3. Specials and promotions to clear surplus stock</li> <li>4. Feed back on outcomes to Reuse manager</li> </ol> |
| <b>Cleaning</b>            | Cleaning<br>Daily cleaning duties as required<br>Vacuuming, litter picking, shop and staff room, dishwasher and kitchen, toilet, paper towel holders, toilet paper, washing tea towels etc.  | <ol style="list-style-type: none"> <li>1. Staff room and toilets hygienic and functional</li> <li>2. Shop floor and entrance ways clear or litter and dirt</li> <li>3. Own dishes taken care of</li> <li>4. Cleaning supplies and stock levels maintained</li> </ol>                     |
| <b>Education</b>           | Inform Customers about; <ol style="list-style-type: none"> <li>a. Zero waste as a goal</li> <li>b. Benefits of Reduce, Reuse, Recycle</li> <li>c. WW mission, vision, objectives and History</li> <li>d. Current issues and promotions for WW</li> <li>e. Recyclables we collect and how to present them</li> <li>f. Compost, worm farm and bokashi systems</li> <li>g. Uses for reusable materials</li> <li>h. Activities on whole site – WW,OSWS, Green waste</li> </ol> | <ol style="list-style-type: none"> <li>1. Able to pass on accurate information</li> <li>2. Questions not confident with fed back into Q&amp;A system</li> <li>3. All staff able to do simple site tour</li> <li>4. takes initiative to interact with customers</li> </ol>                |

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| <p><b>Health and Safety</b></p> | <p>Be Aware of hazards<br/> Report incidents and accidents to the reuse manager as soon as possible<br/> Be familiar with Wastebusters Health and Safety procedures<br/> Attend safety meetings as required<br/> Contribute to revisions of the safety manual<br/> Avoid accidents occurring in the Shop area<br/> Direct the public and staff to act safely as required</p>                            | <ol style="list-style-type: none"> <li>1. Daily checks identify and resolve H&amp;S issues</li> <li>2. Incident forms and associated documents completed correctly</li> <li>3. Issues, incidents and accidents reported ASAP</li> <li>4. Complies with WW H&amp;S requirements</li> </ol> |
| <p><b>Customer service</b></p>  | <p>Have a friendly helpful manner dealing with customers and other staff<br/> Be aware of and follow procedures outlined in the manual and WW staff handbook<br/> deal with any issues or problems promptly. If unable to resolve issues easily then refer to Reuse Manager<br/> Answer questions about services and materials promptly. If you don't know the answer refer on to someone who does.</p> | <ol style="list-style-type: none"> <li>1. Talks with Reuse manager about any issues</li> <li>2. No complaints about attitude</li> <li>3. No complaints about service provided</li> <li>4. Questions answered or passed on</li> </ol>  |