



# Job Description

## Our Mission

We are a community owned enterprise, providing innovative resource recovery and education for sustainability solutions for our community and across New Zealand

## Our Vision

Going beyond the ordinary, we will be influential and self sustaining. We will provide meaningful jobs as we work together towards zero waste

## Our Guiding Principles

1. We take responsibility for our decisions, acting with honesty and integrity
2. We are resourceful, making productive use of available resources
3. We focus on solutions to provide effective services for our customers
4. We join-the-dots to stay ahead of the pack, building relationships that deliver value and continuously improve our processes

<b>Position Title:</b>	<b>Reuse Shop Operator</b>
<b>Position Holder:</b>	
<b>Reports To:</b>	<b>Site Manager</b>
<b>Date Prepared:</b>	<b>October 2016</b>
<b>Overall Objectives</b>	<b>Customer service - receiving and selling reusable goods,</b> <b>First point of contact for people coming on site - sharing information and advice to help customers use the services Wastebusters provides</b> <b>Sorting, pricing, shelving, organising, displaying, cleaning goods</b>

## Company Wide Objectives

	<b>Key Tasks</b>	<b>KPI's and Measures</b>
<b>WW Vision and Mission</b>	<ul style="list-style-type: none"> <li>★ Help achieve Wastebusters vision &amp; mission</li> <li>★ Work in a way that supports guiding principles</li> <li>★ Welcome visitors and customers and help them get on board with zero waste</li> </ul>	<ul style="list-style-type: none"> <li>★ Aware of and committed to vision and mission</li> <li>★ Behaviour in and out of work is consistent with principles</li> <li>★ Positive interaction with customers and community</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>★ Follow Wastebusters H&amp;S processes</li> <li>★ Aware of risks and hazards in your work area</li> <li>★ Understand emergency procedures</li> <li>★ Help keep workplace safe for everyone</li> </ul>	<ul style="list-style-type: none"> <li>★ Participate in H&amp;S training and test runs</li> <li>★ Report all accidents, incidents &amp; near misses</li> <li>★ Complete toolbox meeting form for any unusual or one off activities</li> <li>★ Housekeeping - on the lookout for risks</li> <li>★ See risks before there is an accident</li> </ul>
<b>Education for Sustainability</b>	<ul style="list-style-type: none"> <li>★ Answer questions about what can and can't be recycled by Wastebusters</li> <li>★ Answer questions about work done by other teams and refer on customers</li> <li>★ Discuss Wastebusters activities and history</li> <li>★ Show an interest in reduce, reuse, recycle</li> </ul>	<ul style="list-style-type: none"> <li>★ Understands what can and can't be reused or recycled and why</li> <li>★ Able to discuss current issues and campaigns</li> <li>★ Knowledgeable about broader zero waste approach and issues</li> <li>★ Know who to pass tricky questions on to</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>★ Contribute towards overall team goals</li> </ul>	<ul style="list-style-type: none"> <li>★ Positive contribution at team meetings</li> </ul>

	<ul style="list-style-type: none"> <li>★ Participate in staff and team meetings in a constructive way</li> <li>★ Actively support work of other teams</li> <li>★ Positive approach to all staff</li> </ul>	<ul style="list-style-type: none"> <li>★ Well regarded by team members</li> <li>★ Raises problems and issues straight away and helps find solutions</li> <li>★ Helps other staff achieve their goals</li> <li>★ Flexible and adaptable e.g. help cover leave, willing to do any task, varied break times.</li> </ul>
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## Key tasks and activities

Area	Key Tasks	KPI's and Measures	% of Time
<b>Drop off Area</b>	<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"> <li>★ Able to relate to a wide range of people</li> <li>★ Knowledgeable about what we take, why, and able to direct customers to other teams as required</li> <li>★ Suitable goods taken for reuse others redirected to recycling or green waste</li> <li>★ Rubbish separated out and left with customer when possible</li> </ul>	25%
<b>Sorting area</b>	<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"> <li>★ Follow standard processes so sorting area is safe and well organised</li> <li>★ Prices based on list in manual</li> <li>★ Work with others to manage work flows</li> <li>★ Sorting area cleared regularly</li> </ul>	25%
<b>Shop floor</b>	<p>Displaying and selling goods</p> <p>Maintaining sections &amp; housekeeping</p> <p>Customer service</p> <p>Risks managed - trip hazards, unstable objects, sharps, toxic</p>	<ul style="list-style-type: none"> <li>★ Goods displayed safely in defined areas</li> <li>★ Regular cleaning and culling out process</li> <li>★ Problems resolved quickly and appropriately or referred on</li> <li>★ Keep area and site safe</li> </ul>	20%
<b>Cash Handling</b>	<p>Price and sell goods</p> <p>Sell product; bokashi, blue bags</p> <p>Use till &amp; EFTPOS machine</p> <p>Cash reconciliation at end of day - explain any differences</p>	<ul style="list-style-type: none"> <li>★ Confident with pricing and bargaining</li> <li>★ Follow processes for sales; refunds, staff purchases, recording stock sold, sponsorships</li> <li>★ Accurate on till and EFTPOS</li> <li>★ Follow cash up process - resolve any mistakes or system failures</li> </ul>	20%
<b>Site</b>	<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"> <li>★ Shop set up and ready to open by 9 am</li> <li>★ Check for weird, ugly, dangerous and unsuitable objects - dead animals etc</li> <li>★ Lock up completed at end of day so building and site are secure</li> <li>★ Toilet and staff room left tidy &amp; dishwasher on, fire left in safe state overnight</li> </ul>	10%