

<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 & Yard - Customer Service - Sales Assistant
Position Name:	
Date:	
Reports To:	Wanaka Reuse: Acting Shop Manager - Abigail Hurford-Abel & Yard Supervisor - Daniel Cooney
Overall Objective	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, cleaning goods

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