

Position Title:	Retail Furniture Store Supervisor
Reports To:	Retail Coordinator, Moonah
Location/Business Unit:	Retail
Award:	Retail Award (2020)
Classification:	Level 3
Direct Reports:	Volunteers
Effective date:	January 2024
Position Type:	Fixed-term 6-month contract for every Thursday, Friday and Saturday from 8:30am to 5:06pm

Contributing to our Work Environment

HCM's work environment is centred around teamwork. We work as a collective to provide support and assistance to those in need in our local community, whilst supporting one another in our respective roles. We respect each other, our differences, our uniqueness and we are proud to be part of an organisation that brings people together to support those in need.

Our Values

- Honesty – we are honest, ethical and transparent, and this will build trust with clients, staff and supporters
- Respect – we respect you so you will respect yourself
- Teamwork – we work together, as a professional team to accomplish the outcomes that we strive to achieve
- Innovation – we seek to find solutions where none seem to exist, to assist those in need
- Passion – we are inspired to assist those in need regardless of circumstances and stature
- Legacy – our Christian heritage has guided our values since 1852. As we grow with our community, our faith-based values guides us in welcoming people from all backgrounds.

City Mission Op Shops

City Mission Op Shops (CMOPS) have been operating as Southern Tasmania's local Op Shop since 1967. City Mission have nine op shops, a truck fleet, sorting warehouse and an online store. Income from City Mission Op Shops supports the work of Hobart City Mission. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores.

City Mission Op Shops have five equal purposes, which are to provide:

- an alternative to fast fashion, reducing waste and adding to the circular economy;
- support to vulnerable people through funding Hobart City Mission's programs;
- great quality second-hand clothing, furniture and homewares at affordable prices;
- a place of connection for volunteers, customers, and people in difficult times; and

- a public face of Hobart City Mission increasing brand awareness and community engagement.

Position Overview

Reporting to the Retail Coordinator, Moonah you will be responsible for the day-to-day management and operation of the City Mission Moonah Furniture store every Thursday, Friday and Saturday. The role has a strong customer service focus and requires you to supervise a range of volunteers while producing solid sales outcomes. You will also be required to accept new donated products, then price and display stock appropriately. The task requires some manual handling of heavy items.

Key Functions

Operational initiatives

- Open and close Moonah Furniture store and be responsible for the POS system (cash handling and card transactions) throughout the day
- Knowledge of floor inventory and assist customers to find excellent matches for their needs
- Move floor stock using provided safety equipment
- Accept new quality donations, determine pricing and display product
- Manage new and existing lay-bys or other types of instalment payment plans as applicable
- Provide excellent customer service to donators and customers
- Contribute to the overall presentation of the store through merchandising and general housekeeping
- Identify and report any incidents and accidents with a view to minimize these through continuous hazard identification and training
- Work with colleagues in a supportive and cooperative manner, and communicate effectively with other Retail Supervisor Moonah Furniture who works Monday to Friday

Skills/Qualifications/Experience

You will be proactive, resilient, confident, approachable and act with purpose towards positive volunteer and customer outcomes. You will also demonstrate the following:

- Previous retail experience including using a POS and cash handling
- Manual handling knowledge and ability to lift at least 20kg
- Strong communication skills with the ability to genuinely connect with your customers
- Previous supervision or team leader experience
- Understanding of second-hand/circular economy/ Op Shop industry practices
- Knowledge, experience and understanding of volunteer management (desirable)

Additional Requirements

- Ability to gain a current police check (less than 6 months old)
- Ability to hold a Tasmanian Working with Vulnerable People registration
- We strongly encourage you to be fully vaccinated against COVID-19 and the flu

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my manager.

Employee Name:

Employee signature & date:_____

Manager's Name:

Managers signature & date:_____