

**Position Title:** Casual Retail Store Supervisor  
**Reports To:** Retail Coordinator  
**Location/Business Unit:** Retail  
**Award:** Retail Award (2020)  
**Classification:** Level 3  
**Direct Reports:** Volunteers  
**Effective date:** August 2024  
**Position Type:** Casual

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### **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 you will provide support across all Hobart City Mission stores and will include working on Saturdays. The role has a strong customer service focus and requires you to supervise a range of volunteers, ensure positive focus on excellent customer service 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.

There are nine (9) retail locations in Southern Tasmania (Glenorchy, Warrane, Rosny, Sorell, City, Moonah x 2, Kingston and Huonville). This position is required to work in any of these stores in line with a pre-planned roster.

## **Key Functions**

### **Operational initiatives**

- Open and close the retail store and manage the POS system (cash handling and card transactions) throughout the day and complete end of day banking procedures
- Maintain knowledge of floor inventory and assist customers in finding the best matches for their needs
- Accept new quality donations, determine pricing and display products
- Provide excellent customer service to donators and customers
- Contribute to the overall presentation of the store through merchandising and general housekeeping
- Manage new and existing lay-bys or other types of instalment payment plans as applicable when working in the Moonah Furniture store
- Coach and mentor volunteers, undertake volunteer orientations as required
- Identify and report any incidents and accidents aiming to minimize these through continuous hazard identification and training
- Effectively mediate and address conflicts among team members and customers, ensuring a positive and collaborative work environment while maintaining high customer service standards
- Work with colleagues in a supportive and cooperative manner, and communicate effectively with other Retail Supervisors, Transport team and the Sorting Warehouse Supervisor

## **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
- Strong communication skills with the ability to genuinely connect with your customers
- Previous supervision or team leader experience
- Manual handling knowledge and ability to lift at least 15kg
- 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:** \_\_\_\_\_