

POSITION DESCRIPTION

		DATE:	March 2019
POSITION:	Uniform Shop Assistant		
DEPARTMENT:	Parents and Friends' Association		
RESPONSIBLE TO:	Principal		
REPORTS TO:	Uniform Shop Convenor		
LEVEL:	Retail		

POSITION CONTEXT

This position description should be read in conjunction with the attached Guiding Philosophy document of Cannon Hill Anglican College.

All staff are required to:

- consistently demonstrate the values of the College and promote its ethos, mission and vision;
- abide by the College's Code of Staff Conduct, policies, procedures and practices;
- consistently demonstrate professional competence and apply contemporary knowledge and innovations in educational and professional practice;
- consistently maintain confidentiality and overt support for the College;
- provide appropriate support and pastoral care for students and fellow staff by fostering quality relationships;
- play an active role in supporting the cleanliness and safety of the College site;
- encourage cooperative parent contact and foster positive community attitudes toward the College;
- follow safe working procedures developed for the College.

POSITION OVERVIEW

The Uniform Shop Assistant is expected to support the College community (Principal, staff, students and parents) in the continued promotion of the philosophy of the College which is founded on the Mission Statement.

The successful applicant will be committed to a culture of focusing on exceeding customers' expectations with respect to quality, service and consistency.

This position is a casual role for up to 8 hours per week to be worked over a rostered period. The successful applicant will be required to work during the December/January vacation period to accommodate new students. The position may also be called upon during peak times to support other College retail functions including catering and hospitality related services.

KEY RESPONSIBILITIES

1 Assistant in the Uniform Shop

- Provide retail assistance in the Uniform Shop including the sale of uniforms for all year levels for both male and female students. To offer best customer service practices including servicing all customers to the highest level and aiding in monitoring visual displays of stock
- Maintaining up to date knowledge of College uniform requirements
- Monitor uniform stock levels and advise manager if additional orders are required
- Development of ideas and proposals for selling additional or new stock items and for the improvement of services
- Assist in the completion of regular stocktaking and aid with stock management including arriving stock.

- Maintain security of the Shop

2 Financial Administration of the Uniform Shop

- To be numerate and able to assist in shop administration following all shop procedures.
- Assist to maintain appropriate administration summaries
- Operate the credit facility (EFTPOS) in the Uniform Shop and ensure accuracy
- Balance cash and process daily banking

3 Effective Communication and Public Relations

- Support the College's dress code standards
- Promote good clientele and public relations at every opportunity
- Demonstrate a high quality of verbal and written communication skills when dealing with families, service providers and the College community

SELECTION CRITERIA

1 Qualifications & Experience

- Experience in customer service.
- Experienced in liaising effectively with staff, parents and students of the College, service providers and members of the general community.
- A current Senior First Aid Certificate (desirable, though not essential).

2 Interpersonal Skills

- Well developed organisational and time management skills including the ability to manage and prioritise numerous competing demands and tasks as well as the flexibility to change priorities when required.
- Demonstrated ability to maintain confidentiality at all times and the ability to use initiative, tact and discretion.
- A professional approach with a high level of customer service skills. This person is expected to work in a manner that promotes effective and harmonious relations with colleagues and other stakeholders (parents and students, future, existing and past) and is in keeping with College protocols.
- High level written, verbal communication and interpersonal skills to communicate effectively and efficiently with a wide range of people, including staff, students, parents and external providers.
- High level numeracy skills with an ability to understand selling margins.
- Ability to evaluate incoming enquiries, articulate the main issues and handle appropriately.
- Ability to undertake manual handling and lifting tasks.

3 Information Technology Skills

- Competent in Word, Excel, and Outlook.
- Working knowledge of TASS or similar school database is desirable.

4 Spirituality

- An understanding of and respect for Christian values and demonstrable support for the College's Anglican ethos.

5 Commitment to the development of the College and its reputation, in the community, consistent with its mission, vision, ethos and Anglican identity.

6 Blue Card

- Possession of a current "Positive Notice blue card for Child Related Employment" issued by the Public Safety Business Agency. (Applicants who do not possess this but are willing to apply for the position knowing they must satisfy eligibility criteria will be considered).