

Job Description

JOB TITLE: Volunteer Shop Assistant,
Deafblind Scotland Charity Shop, Townhead, Kirkintilloch

REPORT TO: Deafblind Scotland Charity Shop Manager

JOB SUMMARY

Deafblind Scotland works with adults in Scotland who have lost or are losing both their sight and hearing. We are looking for a dynamic person to work within our charity shop in Kirkintilloch.

Deafblind Scotland shop is a public face of this charitable organisation. This is an excellent opportunity if keen to develop a career by taking your first steps into retail.

As a valued member of our team, the volunteer will be trained, supported and developed in our retail environment. This role will involve checkout operation, stock replenishment and providing excellent customer service. With the right determination and flair, the volunteer's skills will be supported and developed.

The volunteer will enjoy working within a highly professional team and the satisfaction that their input will make a real contribution to the charity's success.

MAIN DUTIES AND RESPONSIBILITIES

1. Deliver sales and customer service to a high standard
2. Respond to and resolve customer queries and complaints in person and by telephone
3. Cash handling including operation of till and reconciliation of takings at the end of each day
4. Marketing and presentation of stock to ensure a positive image of the organisation is maintained
5. Stocking, replenishing and cleaning sales areas
6. Security of high value stock
7. Maintenance of stock control systems and records
8. Receive delivery of donations, ensuring gift aid information is collated
9. Understand basic shop security and management of keys

All working arrangements are flexible and subject to alteration in order to suit the needs and requirements of the business.

Person Specification

Essential Criteria

Skills and Experience

- Good interpersonal and communication skills
- Effective time management

Special Aptitude

- Ambitious and enthusiastic about the work
- Motivated team player
- Positive and flexible attitude in keeping with working for a small charity serving disabled people
- Attention to detail
- Honest and trustworthy

Desirable Criteria

- Previous experience is not necessary as long as the volunteer is responsible, enthusiastic and can demonstrate excellent customer service skills