JOB DESCRIPTION FOR WAREHOUSE VOLUNTEER

RESPONSIBLE TO WAREHOUSE SUPERVISOR

This role is suitable for someone who is prepared to work in a busy environment, you should be prepared to work as part of a team, have a positive attitude to work and be prepared to work in any of the areas, when properly trained to do so.

TASKS

* CLEANING
* ACCEPTING DONATIONS
* PREPARING STOCK
* ENSURING ALL STOCK HAS PRICE TICKETS ON IT
* SORTING BRIC A BRAC (SELLING)
* SORTING CLOTHING (SELLING)
* SORTING CLOTHING AND BRIC A BRAC FOR RECYCLING

EXPECTATION

* PRESENTABLE
* PUNCTUAL
* RELIABLE
* CLEAR COMMUNICATOR
* APPROACHABLE FRIENDLY MANNER
* PROACTIVE AND CAN WORK INDEPENDANTLY

SALES

* APPROACHABLE
* KNOW YOUR STOCK
* KNOW YOUR PRICES
* UNDERSTAND CARPET PROCEDURES
* AWARENESS

PROCESSES TO ENABLE VOLUNTEER TO DO JOB

TRAINING REQUIRED

* HOW TO USE THE CARPET/SOFA CLEANING EQUIPMENT
* HOW TO CREATE TICKETS
* HOW TO IDENTIFY WHAT DONATIONS WE CAN AND CANNOT ACCEPT
* HOW SORT OUT BRIC A BRAC AND CLOTHING/WEIGHING/BAGGING

DELIVERING EXCELLENT CUSTOMER SERVICE

* ATTEND CUSTOMER SERVICE COURSE
* CUSTOMERS IN FRONT OF YOU MAKE EYE CONTACT AND SMILE
* CUSTOMERS ON THE PHONE, LISTEN AND ASK APPROPRIATE QUESTIONS
* NEVER MAKE PROMISES YOU CANT KEEP, IE CALL THEM BACK, SEND THEM INFORMATION ETC
* CUSTOMERS IN FRONT OF YOU ARE ALWAYS THE PRIORITY IE IF YOU ARE MOVING STOCK OR CATCHING UP WITH OTHER VOLUNTEERS/STAFF, CM COMES INTO SHOP, PLEASE ENSURE THAT THE ACTIVITY STOPS AND THE CUSTOMER IS No 1 PRIORITY AND ACKNOWLEDGED

WHAT WILL YOU GET FROM US?

* MONTHLY LUNCH WITH ALL THE VOLUNTEERS
* ¼ MEETING WITH VOLUNTEER CO-ORDINATOR TO DISCUSS PROGRESS AND IDENTIFY OTHER LEARNING OPPORTUNITIES
* TELL US WHAT TRAINING YOU WOULD LIKE IE CV WRITING, INTERVIEW SKILLS ETC AND WE WILL ORGANISE THAT FOR YOU