

# YMCA POSITION DESCRIPTION – STORE SUPERVISOR

Position Title	Store Supervisor		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award / Agreement	General Retail Industry Award 2010		
Classification Level	Level 4		
Position Status	Contact	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check Working with Children Check (Blue Card)		
Reports to	Op Shop Manager or other person who may, from time to time, be appointed		
Supervises	Volunteers / Vocational Students		

## Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

The Op Shop operates as a social enterprise of YMCA Social Impact. Its purpose is to both generate funds to support the social impact Program of the YMCA and provide retail work experience for YMCA beneficiaries.

## Position Summary

The Op Shop Supervisor is responsible for the successful daily operation of a single YMCA of Brisbane Op Shop with the purpose to drive sales, deliver high levels of customer service and have oversight over the volunteer workforce and current vocational students. This position is also critical to supporting retail vocational training to Social Impact beneficiaries.

## Duties and Responsibilities

### 1. OPERATIONS

- 1.1 Apply the pricing guide strategy developed for YMCA Op Shops;
- 1.2 Responsible for opening and closing the store and securing all store assets;
- 1.3 Take responsibility for preparing the store for business and making sure all closing tasks are done before the end of the day;
- 1.4 Maintain store security including building security and cash handling;
- 1.5 Maintain high standards for store appearance and displays;
- 1.6 Assist in the development of new sales or recruiting programs;
- 1.7 Assist the OP Shop Manager in planning and implementing strategies to attract customers;
- 1.8 Evaluate store sales, prepare reports and suggest ways to increase sales and improve business (as required);
- 1.9 Process damaged and defective goods in a timely and accurate manner;
- 1.10 Protect company assets by following loss prevention procedures; train staff on same;
- 1.11 Receive and sort donations as per YMCA Op Shop process;
- 1.12 Apply the YMCA Op Shop visual merchandising process;
- 1.13 Work with the Op Shop Manager to make pricing decisions for the store by reviewing merchandising activities, determining additional sales promotion, initiating clearance sales and studying trends;



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- 1.14 Manage stock levels and make key decisions about stock control and stock rotation;
- 1.15 Plan and oversee in-store promotional events and/or displays;
- 1.16 Update the Op Shop Manager on business performance and other pertinent issues.

## 2. PEOPLE MANAGEMENT

- 2.1. Manage existing employee and volunteer schedules and make any needed changes;
- 2.2. Assist with the recruitment, training and on-boarding of volunteers and trainees;
- 2.3. Hold employees and volunteers to high standards of conduct and be responsible for noticing and correcting any negative behaviour;
- 2.1 Prepare work placement activities as per the vocational training schedule for YMCA Social Impact beneficiaries undertaking certificate based training in retail;
- 2.2 Supervise and motivate staff and volunteers to perform their best;
- 2.3 Provide mentoring and role modelling to all vocational students;
- 2.4 Maintain an effective store volunteer team by recruiting, selecting, inducting, training and rostering suitable volunteers as per the Op Shop process;
- 2.5 Update and display the volunteer roster and ensure adequate volunteer numbers per shift to provide business continuity;
- 2.6 Ensure all team members sign in and out at the start and end of their shift;
- 2.7 Ensure all team members fully understand, have access to and comply with policies and procedures;
- 2.8 Monitor and record volunteer hours committed to the operation of the store and recognize and reward volunteer contribution accordingly;
- 2.9 Organize all store operations and allocate responsibilities to personnel; and
- 2.10 Provide and/or organize additional training and development for volunteers (as required).

## 3. CUSTOMER SERVICE

- 3.1 Deal with all issues that arise from staff or customers (complaints, grievances etc.) and escalate to the Op Shop Manager as required;
- 3.2 Ensure high levels of customers satisfaction through excellent service and timely response to complaints;
- 3.3 Maintain excellent store condition and visual merchandising standards;
- 3.4 Maintain an awareness customer desires and frustrations;
- 3.5 Communicate with clients and evaluate their needs;
- 3.6 Analyse customer behaviour and adjust product positioning;
- 3.7 Monitor and respond appropriately to what local competitors are doing;
- 3.8 Arrange working bees when required by contact with the employed staff and volunteers;
- 3.9 Represent the store in a positive light and exhibit excellent customer service skills;
- 3.10 Embody the values of the company and put customers first.

## 4. FINANCIAL MANAGEMENT AND SALES

- 4.1. Achieve / exceed store budgets and manage controllable expenses;
- 4.2. Undertake stock management including selection, classification and disposal of surplus items and monitoring of purchases to ensure they stay within budget;
- 4.3. Analyse, identify, process and track invoices relating to the operation of the store, ensuring they are in line with budget and internal YMCA reporting protocols;
- 4.4. Ensure all sales are processed through the cash register and maintain cash register float;
- 4.5. Ensure all moneys are accounted for, paperwork is accurately completed and money banked daily.

## 5. CONTRIBUTION TO THE SERVICE

- 5.2 Control a key register and train all key holders in opening and closing procedure and ensure that only authorised team members hold a key;
- 5.3 Ensure cash is secured daily including immediate closure of cash register after use;
- 5.4 Ensure a secure environment for cash handling and banking;
- 5.5 Be aware of skimming and theft and take measures necessary to minimise the risk;



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- 5.6 Protect employees and customers by providing a safe and clean store environment;
- 5.7 Complete store administration procedures for daily, weekly and monthly requirements;
- 5.8 Provide additional hands on support to the retail team as required;
- 5.9 Attend and participate in all staff meetings, development and training as appropriate;
- 5.10 Participate in extra-curricular activities reasonably expected in line with the position, including but not limited to industry networking events and professional development.

## Safeguarding Children

### 1. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

#### Child-Facing Roles

- 1.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 1.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;

#### Non-Child-Facing Roles

- 1.9 Participate in safeguarding children and young people training as directed
- 1.10 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.11 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 1.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

## General

### 2. GENERAL REQUIREMENTS

- 2.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 2.2 Comply with all Policies and procedures
- 2.3 Maintain confidentiality of all YMCA information, records and files;
- 2.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 2.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.6 Any other duties as determined by the Chief Executive Officer as required.

## Health and Safety

### 3. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;



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- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;
- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

## Key Physical Requirements

- 1. Walking / standing – Frequent
- 2. Sitting – Constant
- 3. Squatting/ bending/kneeling – Occasional
- 4. Working outdoors – Occasional
- 5. Fine motor skills (keying, typing) – Constant
- 6. Gross motor skills (e.g. setting up, packing up) – Occasional
- 7. Lifting/carrying up to 10kg – Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

## Position Requirements / Selection Criteria

- 1. Relevant qualifications in retail services coupled with relevant and successful retail experience (preferably fashion);
- 2. Demonstrated previous experience in a store management role;
- 3. Previous experience managing a team including an ability to motivate others;
- 4. Demonstrated sales experience and effective sales techniques;
- 5. High level of computer literacy including experience using POS systems and Microsoft applications;
- 6. A passion for all things pre-loved and second-hand and an understanding of sustainable living;
- 7. Strong communication and interpersonal skills;
- 8. A real passion for delivering incredible customer service;
- 9. Strong visual merchandising skills;
- 10. An eye for detail and demonstrated strong organisational and time management skills;
- 11. Current First Aid and CPR Certificates or willingness to obtain;
- 12. Possess or willingness to obtain a Blue Card and a National Criminal History check prior to commencement of employment.

## Membership of the Australian Psychological Society **Approval**

Date Position Description Revised:	September 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

