

# Role Description for Charity Shop Volunteer

## Purpose of the Role

The purpose of the role is to assist in the day to day running of the Koala North West charity shops to maximise sales and profitability

## Main Activities/Tasks

- To assist and service customers, providing a service of the highest standard
- To assist with processing stock, including sorting, steaming, pricing and hanging of donated items
- To be involved with the till operation and the handling of cash (although this is not a necessary requirement)
- To promote public understanding of the work of Koala North West and the importance of raising funds through the shop.
- To make sure the shop is looking nice, tidy and clean.

## Qualities/Experience Skills

Good communication skills and customer care service skills are essential to fulfil this role. Being able to work as part of a team environment and the general public is essential.

## Training

Full in-house training will be given of operational procedures during your induction.