



Willow Wood Volunteer Role Description

Volunteer Role	Retail Assistant		
Location:	Community		
Role Description			
<ul style="list-style-type: none">• To assist in the preparation of donated goods for the shop floor• Sorting donated items ready for sale.• Steaming items ready for sale.• To assist in the general display of goods in the shops and shop windows.• To help raise funds for the Hospice by assisting in the sales of donated goods.• To price donated items under the guidance of the Shop Manager• To assist with the general housekeeping of the shop and staff areas• To ensure that the shop is tidy and presentable throughout the shift.• To provide a courteous and helpful service to our customers.• Taking payments using a computerized till and credit card machine.• To support with the training of new volunteers (once you are fully trained)• To bring to the attention of the Manager any concerns with may affect the safe and successful running of the shop.• Good communication and numerical skills• Friendly and able to work as part of a team.• Basic numeracy skills are essential for those wishing to be working on a till.			
Date Updated:	November 2018	Name:	Tina Pringle