



Retail Volunteer: Store Assistant Position Description



Fitted for Work

www.fittedforwork.org

1800 418 532

Document created by Eve Walton-Healey and Gina Roggmann

© Fitted for Work 2025

Fitted for Work acknowledge the traditional owners of the lands on which we work, the Wurundjeri Woi Wurrung and the Darug people, and of the lands our services reach throughout Australia. We acknowledge their connection to lands, waters and communities and pay our respect to their Elders, past and present.



Contents

Retail Volunteer – Store Assistant	4
Commitment	4
Key Tasks	4
Knowledge, experience and skills required	5
Personal Attributes	5
Purpose and Values Requirements	5
Locations	7
Websites	7
Social	7

Retail Volunteer: Store Assistant

PLEASE NOTE THIS IS AN ONSITE VOLUNTEERING OPPORTUNITY IN RICHMOND, VIC.

Position Title:	Retail Volunteer: Store Assistant
Responsible To:	Retail Team Leader
Responsible For:	Supporting the Retail Team in The Conscious Closet
Key Result Area and Tasks:	
	<ul style="list-style-type: none">• Creating a friendly, fun, and professional retail store environment.
	<ul style="list-style-type: none">• Performing all sales-related duties with support, from customer service to basic housekeeping.
	<ul style="list-style-type: none">• Contributing to the flow, organisation, cleanliness, and stock turnover of the store.
	<ul style="list-style-type: none">• Organising stock for the retail store, merchandising, sizing and steaming.
	<ul style="list-style-type: none">• Stock management, counting and tallying new stock entering the shop.

Commitment

- One 3-hour shift per week or fortnight on weekdays, or
- One 3-hour shift per week, fortnight or month on weekends, both for a minimum of three months.

Key Tasks

- Ensure a high level of customer satisfaction through friendly and helpful approach to customer service
- Build productive trust driven relationships with customers
- Accurate handling of EFT/cash payments
- Assisting with selection and preparation of clothing and accessories, including ironing/steaming and merchandising
- Liaising face-to-face with donors and assisting with donation drop offs as required

- Assist and innovate with sustainable waste disposal, including cardboard/soft plastic recycling, textile reuse and recycling, and contribute to maintaining a clean and organised workspace
- Encourage customers to follow us on social media channels
- Ability to answer or appropriately redirect enquiries regarding Fitted for Work and/or The Conscious Closet
- Housekeeping duties
- Awareness and support in making monthly, quarterly and annual sales targets

Knowledge, experience and skills required

Essential

- Being organised, flexible and enthusiastic
- Ability to collaborate with a diverse range of people and take on a variety of tasks
- A friendly, honest and genuine approach to customer service
- Basic math skills

Desirable

- Interest and/or knowledge of current and past fashion trends
- Interest in fabrics, clothing styles and sustainability
- Sales, Retail or Stylist experience

Personal Attributes

- Strong communication and interpersonal skills
- Ability to work collaboratively with staff and volunteers
- Ability to work proactively in a workplace that is changing and evolving
- Ability to identify solutions to new and novel problems and implement them

Purpose and Values Requirements

- Actively support Fitted for Work's **purpose**:
 - To help women experiencing disadvantage to get work, keep work and navigate their world of work.
- Support and live our **values**:
 - Generosity: We are generous in giving our time and resources to help others.

- Respect: We respect ourselves, each other, our clients, volunteers and stakeholders. We treat everyone with compassion and understanding.
- Courage: We are brave and do what is right even when it's difficult.
- Innovation: Looking at new ways of doing things.
- Positively and constructively represent our organisation to all stakeholders
- Behave in a way that contributes to a workplace free of discrimination and bullying
- Operate in line with Fitted for Work policies and practices.
- Follow reasonable directions given by the organisation in relation to Occupational Health and Safety

Locations

National Office

513 Bridge Road,
Richmond Vic 3121
1800 418 532
volunteer@fittedforwork.org

Western Sydney

Suite 1, Level 6/85 George Street
Parramatta NSW 2150
02 9635 9909
sydney@fittedforwork.org

Websites

Fitted for Work

www.fittedforwork.org

The Conscious Closet

www.theconsciouscloset.org.au

SheWorks

www.sheworks.org.au

Social

Fitted for Work

twitter.com/fittedforwork

instagram.com/fittedforwork

linkedin.com/company/fitted-for-work

The Conscious Closet

instagram.com/theconsciouscloset