

East Sussex WRAS Charity Shop

Location 192 Terminus Road, Eastbourne BN21 3BB

Volunteer Retail Sales Assistant

A volunteer charity shop retail sales assistant is a volunteer role that involves assisting customers, processing donations, and maintaining the shop's appearance. Responsibilities include serving customers on the till, preparing stock for sale, and keeping the shop tidy and organized.

Duties and Responsibilities:

- **Customer Service:** Welcoming and assisting customers, answering questions, and ensuring a positive shopping experience.
- **Shop Floor Management:** Maintaining the shop's cleanliness, tidiness, and organization, and assisting with visual merchandising.
- **Till Operations:** Processing sales transactions and handling cash.
- **Stock Management:** Assisting with stock replenishment and rotation.
- **Additional Tasks:**
May include administrative tasks, promoting fundraising initiatives, and supporting new volunteers.

Person Specification (Skills and Qualities):

- **Customer Service:** A friendly, approachable, and helpful manner with excellent communication skills.
- **Teamwork:** Ability to work collaboratively with other volunteers and staff.
- **Reliability and Commitment:** Punctuality and a willingness to commit to agreed hours. Various Shifts available.
- **Initiative and Adaptability:** Willingness to take initiative, adapt to changing priorities, and learn new tasks.
- **Organizational Skills:** Good organizational skills for maintaining shop displays and stock.
- **Desirable Skills:** Previous retail or customer service experience, experience with tills, and an understanding of the charity's mission.

What will I get out of volunteering for the WRAS?

All our volunteers get something slightly different from the experience. Some of the most common benefits reported are:

- Making a difference
- Getting invaluable training and work experience
- Developing new skills
- Putting existing skills to good use
- Getting involved with the local community
- Making new friends and expanding social circle