

SPCA® *Op Shop*

Retail Volunteer

Helping us help animals in need



Op Shop Volunteers

Our valued volunteers are a vital part of our team. SPCA simply could not function without volunteers who donate their time freely, in many valuable roles. As an Op Shop Volunteer, you are part of our volunteer family/whānau, which includes Op Shop Volunteers, Centre Volunteers and Foster Parents.

Your work in the Op Shop directly contributes to SPCA’s income, which helps feed, treat and care for the animals of New Zealand whilst they transition to their new forever homes. We are hugely grateful for your contributions to help create a better life for New Zealand’s animals!

Accountabilities and responsibilities:

Key accountabilities:	Key responsibilities:
<p>Carries out day to day operations in an efficient and effective manner to maximize sales</p>	<ul style="list-style-type: none"> • Receive stock, sort, price and merchandising in line with SPCA guidelines • Keep the shop and staff facilities clean and tidy • Able to work on the register, sorting donations and on the shop floor • Ensure the goods in the shop are clean, tidy and presented well at all times • Process sales transactions • Complete tasks in a timely manner
<p>Deliver customer service</p>	<ul style="list-style-type: none"> • Greet customers positively and actively assist in meeting their needs • Ensure exceptionally high standard of service is received by every customer • Ensure donators are always engaged with and thanked for their donation
<p>Team Work</p>	<ul style="list-style-type: none"> • Maintaining effective working relationships with all team members • Ensure that your contribution to the overall team attitude is a positive one
<p>Contributes to Health and Safety</p>	<ul style="list-style-type: none"> • Take reasonable care for own Health and Safety and the safety of others • Cooperate with any reasonable Health and Safety policy, procedure or instruction • Report any injuries, incidents or risks to supervisor