



CATHOLIC ARCHDIOCESE OF MELBOURNE

ROLE DESCRIPTION

1. ROLE

Role Title:	Retail Shop Assistant
Department:	Central Catholic Bookshop
Location:	322 Lonsdale Street Melbourne
Employment Status:	Casual
Reports to:	Manager Central Catholic Bookshop

2. POSITION PURPOSE

The primary objective of the role of Retail Shop Assistant is to provide sales and service to Central Catholic Bookshop customers whilst assisting the manager in sales and operational management.

The Central Catholic Bookshop is located in the Melbourne CBD (next door to St Francis Church) and operates 7 days a week.

The Retail Shop Assistant reports to the Central Catholic Bookshop Manager which is under the care and responsibility of the Catholic Archdiocese of Melbourne.

3. ORGANISATIONAL OVERVIEW

The Archdiocese of Melbourne through its ministries and agencies is at service of the people of God, planting the Gospel of Jesus Christ into their communities and lives daily.

Presided over by the Archbishop of Melbourne, the Archdiocese comprises around 1.1 million Catholics, and is the largest Archdiocese in Australia with a wide variety of people, cultures and ministries, providing services and support including pastoral, educational, social welfare and administrative support.

Under the guidance of four key priorities outlined by the Archbishop, the works and activities of the Archdiocese are oriented towards a missionary focus to address the ongoing needs of: Local Communities; Families; Youth and Young Adults; and the Poor and the Broken.

This is achieved through a pro-active engagement in the sharing of Mission; a reaching out in Gospel boldness; operating in an agile and responsive mindset; identifying and embracing what is fruit bearing in our works; understanding the outward focus and call of being missionary disciples; and being mindful of good stewarding in terms of time, talent and gifts.

4. KEY ACCOUNTABILITIES

- Provide sales and service assistance to customers
- Assist with the receipt and display of goods for sale
- Receive payments for goods sold using Circlesoft Software and ensure security of cash.
- Respond to customer inquiries in various methods such as face to face, over the phone or via email

- Take orders from customers and external stakeholders for the supply and sale of goods.
- Assist the Central Catholic Bookshop Manager and Retail Accounts Assistant in sales and operational management.
- Open and close the Central Catholic Bookshop when needed ensuring security procedures are followed
- On occasion assist with special bookshop activities and/or events.
- Take reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.

5. JOB COMPETENCIES – (SKILLS)

- Strong communication skills with the ability to communicate effectively with customers and colleagues
- Customer Service experience
- Sound knowledge of Catholic books, devotional and media products

6. PERSONAL COMPETENCIES – (ATTRIBUTES)

- A strong commitment to the values and teachings of the Catholic Church and ethos of the Archdiocese with a motivation to work within a local and national Church environment
- Excellent interpersonal and verbal communication skills
- High level of attention to detail, quality and accuracy
- Ability to multi-task and work quickly and efficiently
- High level of integrity, honesty and confidentiality, with an awareness and appreciation of Catholic Social Teaching.

7. ESSENTIAL REQUIREMENTS OF THE ROLE

- National Police record check
- Working with Children Check

8. KEY SELECTION CRITERIA

- Strong customer focus and experience in providing information advice and assistance to customers.
- Experience in preparing shop goods for display and sale.
- Strong verbal communication skills.
- Demonstrated ability to multi-task whilst working in an occasionally busy environment.
- Proven experience in relating to a variety of people with various cultural backgrounds.
- An ability to develop sound working relationships and to work with a spirit of generosity and achievement in a team environment.

9. INTEGRITY IN THE SERVICE OF THE CHURCH

Integrity in the Service of the Church aims to help employees reflect on and uphold Christian vision and values in all relationships and actions. The principles and standards which make up the Integrity in the Service of the Church are extensions of five basic principles for Church employees in which they:

- 1. Are committed to justice and equity**
- 2. Uphold the dignity of all people and their right to respect**
- 3. Are committed to safe and supportive relationships**
- 4. Reach out to those who are poor, alienated and marginalised**
- 5. Strive for excellence in all their work**

Service, given according to these principles, is life-enriching for both providers and recipients.

Our Reform in the Walking program identifies the following values:

- Collaborative and can build engagement around a common purpose
- Energy and Passion for Gospel Mission – be informed by the needs of the people you serve – communities, poor, young and families
- Flexible and agile in how to respond to ever changing needs
- Accountability and delivery
- Foster solutions within the communities
- Stewardship Care

10. POSITION DESCRIPTION ACKNOWLEDGEMENT

I have received, reviewed and fully understand the position description for Retail Shop Assistant, Central Catholic Bookshop. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name_____

Date_____

Employee Signature_____