



# Volunteer DC Online Retail Assistant Position Description

<b>Position</b>	Volunteer Distribution Centre Online Retail Assistant
<b>Team</b>	Social Enterprise
<b>Type</b>	Volunteer
<b>Hours</b>	4 hours a week
<b>Location</b>	Family Life Community Opportunity Shops and Distribution Centre
<b>Reports To</b>	Distribution Centre/Online Store Manager
<b>Effective Date</b>	October 2021

## Background

Family Life has been working with vulnerable children, families and communities since 1970. At the core of our organisation is our vision to build capable communities, strong families and thriving children.

As an organisation we celebrate diversity and inclusion. We value, respect, and listen to people who are culturally and/or linguistically diverse, gender and sexually diverse and people with a disability.

Family Life has multiple Community Opportunity Shops located across the Bayside region of Melbourne. These community-hubs are vibrant spaces, each shop playing an important role in the lives of the community of which they are a part.

The Family Life distribution centre supports the operations of the Community Opportunity Shops by sorting and distributing donations, collecting donations from estates, apartments and business, collecting furniture donations, delivering furniture items to customers and managing the online store. Family Life opportunity shops help raise funds for families, children and young people.

Family Life was founded by volunteers and they continue to play a key role in making a positive difference in supporting our community.

## Position Objective

The Volunteer Distribution Centre Online Retail Assistant supports the Online Store operations by helping researching potential items including clothing, homewares and collectables,

displaying and photographing items, pricing items, placing items on Shopify and Ebay, when sold, dispatching items and putting through posting.

### Supervision

This position operationally reports to the Distribution Centre/Online Store Manager, who will allocate the duties for the day and be available to support any questions or queries the volunteer may have.

### Training

This role will be required to undergo Family Life Induction prior to starting in the role. Additionally, a role and site induction with instruction on processes and procedures will be provided by the site manager on the first day and following the online manual.

### Key Responsibilities

The key responsibilities include but are not limited to:

- Researching and selecting in-demand items to list online from our generous donations
- Photographing items so they're looking their best for our online customers
- Pricing items and placing items on Shopify and Ebay
- Packing online orders to ensure they reach our customers in one piece
- Dispatching orders via Aus Post or Sendle
- Maintaining stock and photography areas safe, clean and tidy
- Demonstrate, understand and apply the Family Life principles (see page 3).

### Key Selection Criteria

- Reliable and time efficient.
- Experience listing items online or happy to learn.
- Comfortable using a computer and/or smartphone.
- Good communication skills and customer friendly attitude.
- Ability to work within a team, take initiative and know when to take direction.
- Ability to work with people of a diverse background and with diverse needs.
- Share and live the Family Life Way and values.

## The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

### The Family Life Way



#### Create Safety

Safety for Clients and Peers  
Respect, Empowerment & Well-being  
Be Supportive  
Be Kind



#### Be Real

Be the Best Version of Yourself  
Admit What You Don't Know  
Have the Hard Conversations, Respectfully  
Be Open and Honest



#### Celebrate Difference

Welcome Diversity  
Celebrate Difference Of Ideas  
All Community Members are Welcome at Family Life  
Share Knowledge and Experiences



#### Be Bold

Fail Forward  
Lead By Example  
Ask Why?  
Ask for Feedback and Self-Reflect



#### Dream Big

Have Stickability - Persistence  
Think differently, Innovatively  
Be Adaptable  
Plan and Prioritise



#### Embrace Everyone

Many Voices, One Purpose - To Transform Lives for Stronger Communities  
Collaboration  
Partnerships  
Be Inclusive and Encourage Participation

## Additional Information

- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- All offers of volunteering are subject to a satisfactory Working with Children Check, Police Records Check and reference checks.
- Family Life is committed to providing a safe, healthy and friendly environment.
- We expect all Family Life employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.