

Ten Lives Volunteer Position Description

Position title	Volunteer Op Shop Assistant
Description	The Ten Lives Op Shop at Margate is a thriving, traditional op shop which raises much-needed funds for the Centre. We need people with great interpersonal and customer service skills to give their time to assist our incredibly dedicated Op Shop team with sorting donations, customer service and retail sales.
Reports to	Volunteer Manager
Location	Ten Lives Op Shop, 1717 Channel Highway, Margate
Hours of work	Monday-Friday 10am-3:30pm, Saturday 10am-3pm
Time commitment	We're grateful for any support, however we've found that at least one full shift a week for a three-month period works well for both the volunteer and the Op Shop.
Responsibilities	<ul style="list-style-type: none"> • Meet and greet customers visiting the Shop • Serve retail customers and process retail sales • Maintain shop stock • Clean and maintain shop & kitchen areas • Any other general tasks as required • Adhere to Ten Lives Workplace Health and Safety Policies and Procedures
Skills needed	<ul style="list-style-type: none"> • Friendly and approachable manner and the ability to effectively communicate with a range of people • Ability to deliver a high level of customer service • Ability to work well in a team and follow direction • Reliability • Commitment to animal welfare • Police check
Skills gained	<ul style="list-style-type: none"> • Customer service • Retail sales • Stock control • Training and career pathway opportunities • Knowledge of Ten Lives Cat Centre • Being a part of a not-for-profit organisation making a huge difference to feline welfare in Tasmania
Benefits to Centre	Thousands of cats pass through the centre annually and in kitten season (Oct-March) it's one every 30 minutes during our seven day a week operation. The funds raised by the Margate Op Shop are essential to the operation of the shelter, which is 100% privately funded. Volunteers at the Op Shop assist us take care of our kitties and help them find their forever home.
Benefits to volunteer	This role provides an excellent opportunity to gain customer service and sales experience as well as contribute to our cats finding their forever home.
Training	The Op Shop provides a new starter induction and on-the-job training for new volunteers.