



VOLUNTARY CUSTOMER ASSISTANT

The Community Furniture Stores are a group of three charities – in York, Selby and Scarborough - that support people in need in the local community by collecting and reusing unwanted furniture, electrical appliances and paint. We sell furniture at affordable prices with discount for those on a low income. We offer training and work experience opportunities for people facing barriers to employment.

As a charity volunteers play an important part in our operations. Volunteering provides an opportunity to share your skills and experience with others, or to learn new skills and gain valuable work experience.

The role of **Customer Assistant:**

Would suit someone who is fairly outgoing and friendly, likes talking to people and who would like to gain experience of a furniture shop environment.

What you will be doing:

- Helping customers on the shop floor; answering questions about goods and our service
- Selling items – using the till, recording items and arranging deliveries with the customer
- Staff the Sales Reception
- Assisting with the bar coding and recording of donations in preparation for sale
- Assisting the team to keep displays attractive and safe
- Helping promote sales and fundraising activities to customers

What we would like you to do:

- Meet and greet customers in a friendly and approachable manner
- Deal with a wide variety of customers both face to face and possibly on the phone
- Operate a till

- Take both cash and card payments, issue change and maintain the correct levels in the till
- Create and organise sales and delivery records through computerised systems
- Coordinate deliveries for the Store's van teams
- Use your own initiative to keep the sales areas clean, tidy and attractive
- Coordinate the removal of sold items with other staff.
- Follow instructions given by the Store Manager and Senior Sales Assistants
- Work in a clean and tidy manner with an awareness of health and safety issues
- Volunteer specific days of the week or in a rota as agreed with the store management and other members of the team
- Work in a clean and tidy manner with an awareness of health and safety issues
- Follow instructions given by the Store Manager and Senior Sales Assistants
- Volunteer at least one day a week for a minimum of three months.

The following training will be provided:

- Manual Handling
- Health and Safety
- Store systems and procedures
- Possibility of further training for long term volunteers

Supervision will be provided by the Store Manager and other employees of the Community Furniture Store.

For further information call your local store and speak to the Store Manager – Jo in York, Cookie in Selby, Margot in Scarborough, or email andy@cfstores.org.uk