# Customer Service & Merchandising Assistant

## Context:

This is a great opportunity to volunteer in a vibrant and fast paced Oxfam shop. You will be joining a friendly and diverse team helping us to make the most from donations; offering fantastic customer service; ensuring our customers enjoy their time in our shop and that the shop always looks fresh and is beautifully presented.

Your gift of time can be arranged to suit you as well as the needs of our business.

## Key responsibilities:

* Delivering excellent customer service
* Maintaining high standards of presentation
* Creating visually interesting displays
* Monitoring the shop floor & being vigilant to reduce thefts

## Skills and competencies:

* Excellent inter-personal skills
* Reliability, honesty & integrity
* An eye for detail
* A willingness to work within Oxfam’s values of Empowerment, Accountability and Inclusiveness
* An interest in retail & customer service
* An ability to work as part of a team
* An ability to work on own initiative
* An ability to work within shop guidelines & Oxfam procedures
* Good numeracy skills and confidence with cash handling

## What this role can offer the volunteer:

The opportunity to:

* make a contribution towards Oxfam’s work of achieving a just world without poverty
* develop your skills in a friendly and supportive environment
* build on your customer service skills, use your creative flair and learn from others within the team
* meet new people
* learn about Oxfam’s work and enthuse about it to others

Lunch and travel expenses reimbursed in line with Oxfam's policy

**Contact:**

Judi Thompson or Leigh Warren (Shop Manager & Deputy)

Oxfam Winchester

153 High Street

Winchester

SO23 9AY

01962 868 945

[**oxfamshopf4106@oxfam.org.uk**](mailto:oxfamshopf4106@oxfam.org.uk)

**Application process:**

Complete & submit a [Volunteer Application Form](http://www.oxfam.org.uk/get-involved/volunteer-with-us/find-a-volunteering-opportunity/~/media/Files/OGB/Get%20involved/Volunteer%20with%20us/OxfamShopVolunteerApplicationFormA4.ashx) (available from the shop or online at http://www.oxfam.org.uk/get-involved)

Attend an informal interview with Judi or Leigh

A satisfactory reference is required prior to any volunteer commencing at the shop

**Application deadline:**

Ongoing recruitment

**Interview & start date:**

At a mutually convenient time