

# Shopping Assistant

**Position Title:** Shopping Assistant

**Job Description:** The Shopping Assistant will assist clients in finding and selecting items in our boutique.

Tasks will include helping clients use the shopping list, locating / retrieving items and ensuring that the boutique stays organized.



The Shopping Assistant plays an integral role in the New Circles team, providing our customers with courteous service, that results in a positive shopping experience.

## **Qualifications:**

- Reliable and punctual
- An interest to serve the community
- Ability to work within a team setting
- Ability to adhere to the New Circles values (respect, caring, integrity & diversity)
- Willingness to learn new skills and tasks
- Enjoys working with individuals from diverse social and cultural backgrounds
- Patient, friendly and non-judgmental

## **Responsibilities / Duties:**

- Greet clients in boutique, answering any questions as asked
- Assist clients in using Shopping List and adhering to Shopping Guidelines
- Retrieve items from stock or boutique (i.e. alternative sizes, styles etc.)
- Recommend items / advise clients, where needed (i.e. assisting a client with shopping for winter clothes, who has never experienced a Toronto winter)
- If an item in need is not available, fill out information in **Request Binder**
- Remove empty hangers, ensure all items are in appropriate area, place items in correct direction on racks, and remove items that do not meet quality standards
- Assist larger families to manage time, through offering assistance to find items
- Assist with Check-Out; Ensure clients create separate piles on table for each person in the family to speed up Check-Out process
- If boutique needs restocking, consult with staff to retrieve restock items

## **Schedule:**

Shopping Assistants are needed during our hours of operation. Volunteers pick their own schedules, in consultation with the Volunteer Coordinator. Volunteers are asked to donate two hours a week for a minimum of two months.

Monday – Wednesday and Friday: 9 am – 5 pm

Thursday: 9 am – 7 pm

Saturday & Sunday: Closed

### **Training & Supervision:**

The Shopping Assistant will attend an orientation session. New Circles utilizes a mentorship training process, where more experienced volunteers support newer volunteers in learning tasks. Additionally, the Volunteer Coordinator and other New Circles staff will provide ongoing support for skills development.

Volunteers report to the Volunteer Coordinator.

As it is important for all of our volunteers to understand the New Circles processes from start to finish, volunteers begin in the sorting room as a Clothing Volunteer – the centre of all the action!

### **Benefits:**

- Opportunity to develop new skills (Skills Enrichment)
- Develop strong communication and interpersonal skills
- Meet others from diverse backgrounds and network in the community
- Attend Volunteer Recognition social events
- To establish local references for school or employment
- Be a part of a team that directly impacts the community, through fostering equity, respect and dignity for all its' members
- Complete community service hours, as mandated by various programs

### **Start Volunteering:**

Contact Nita, the Volunteer Coordinator at 416-422-2591 or via email at [volunteer@newcircles.ca](mailto:volunteer@newcircles.ca) . Volunteers will meet with the Volunteer Coordinator for an initial meeting, at which time an application form will be completed. Volunteers will be registered to attend an Orientation Session. After the Orientation Session, volunteers will be ready to begin their journey with New Circles!

### **Contact:**

#### **New Circles Community Services**

10 Gateway Boulevard, Suite 100

Toronto, ON M3C 3A1

Ph: (416) 422-2591

Email: [volunteer@newcircles.ca](mailto:volunteer@newcircles.ca)

Website: [www.newcircles.ca](http://www.newcircles.ca)

**Closest Major Intersection:** Don Mills Road and Eglinton Avenue (Flemingdon Park)