

# SYC Camp Shop Volunteer Role Description



**Job title:** Camp Shop Volunteer

**Reporting to:** Camp Shop Leader or Volunteer Leader

**Hours:** The Camp Shop is open during key moments of camp, please refer to the camp program for full times. There are also restocking and closing duties to be undertaken immediately before and after (and occasionally during) each opening. There will be times when you will volunteer in the team and other times you will get a break.

**Location:** Camp Shop Tent in Camp Village

**About the Role:** The purpose of volunteering in the camp shop is to provide POS and Camp Shop food preparation. A key part of this role includes customer service and the ability to provide a welcome and friendly face to all campers and leaders who visit the shop. In this role you are often a key information point for all camp attendees, and it is helpful to have a general understanding of site layout and access to an SYC Program to help answer basic enquiries. Please remember that there is a Core Crew of volunteers who will be able to answer more complex inquiries.

## Key Responsibilities

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Duties of the role	Time spent	Description
Take & fulfil orders	70%	Take orders and process payments through Point-of-Sale system (training provided). Fulfil any merch or food orders. Write coffee orders on lids and liaise with coffee team.
Restocking	20%	There is substantial food and drink stock held in the cold storage directly behind the Camp Shop tent. Before opening and after closing we ask that you complete a basic inventory of cold supplies and restock as needed. We also ask that you maintain dry stock levels (lollies and chips) during shifts, always ensuring a neat and tidy presentation for the shopfront.
Customer Inquiries	5%	Answer basic camp inquiries or redirect individuals to Info Tent.
Camp Shop Cleaning	5%	Empty bins after every shift (minimum), clean any spills or rubbish. Wipe down and disinfect surfaces. Maintain a general level of order and avoid any potential WHS issues (e.g., untidy cables or trip hazards).

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## **Work experience and skills**

Ideally some experience in a forward-facing customer service or hospitality roles would be preferred however, full training will be provided to all volunteers.

## **Role Description Approved by:**

Jo White 29<sup>th</sup> April 2024