



# Customer Service Associate

## North Calgary ReStore

**Type:** Contract Position until January 18<sup>th</sup>, 2025 (40 hours per week)  
**Reports To:** Sales Manager, North Calgary ReStore

### Company Profile:

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, and building materials at 40-80% below regular retail prices. Products are donated by households and businesses in the community, and the proceeds from the sale of these products support Habitat for Humanity in southern Alberta. With revenues exceeding \$6 million annually, the ReStores in Calgary and Medicine Hat address an important community need, support environmental responsibility, and together, make up one of the largest ReStore operations in Canada.

### Role:

As the first point of contact with our customers, the Customer Service Associate is a critical part of the ReStore team. They demonstrate a positive attitude and consistently provide exceptional customer service to the ReStore customers.

The associate will work with customers, fellow-employees and volunteers and therefore will build and maintain strong relationships, in addition to being an ambassador for the organization, representing Habitat for Humanity Southern Alberta in a professional manner.

### Key Responsibilities:

- Support Store Management, co-workers, and volunteers in ensuring effective and efficient front-end operations.
- Help to create an inviting environment for customers by maintaining a clean and safe area and merchandising products as required.
- Frequently inspect products on the floor to ensure they are priced, clean, assembled and in a saleable condition.
- Assist customers with product load outs.
- Assist in ensuring the accurate and efficient processing of sale and exchange transactions.
- Assist and supports store volunteers and back-end operations as requested.
- Help to ensure that customers receive excellent service and maintain levels of satisfaction.
- Proactively resolve customer requests and concerns.
- Support a sense of team with other employees and volunteers.
- Ensure that all interactions with customers, employees and volunteers are respectful and polite.
- Adhere to all company policies and procedures.
- Follow all safety policies and procedures, react to actual or potential safety concerns and be actively engaged in safety meetings, audits and reviews of best practices.
- Assist with opening and closing duties as assigned.
- Complete product write offs on damaged or missing product.



### **Skills & Qualifications:**

- Proven excellent customer service experience and skills.
- Proven communication, interpersonal, conflict resolution and problem-solving skills.
- Some customer service or sales experience/cashier experience desired.
- Demonstrated ability to complete a task with accuracy, proficiency and effectiveness.
- Capacity to work under pressure in a fast-paced environment.
- Ability to regularly adapt to changing needs of the organization.
- Able to work flexible hours.
- Knowledge of DIY (do it yourself) building projects and materials is considered an asset.

### **Physical Requirements:**

- Capable of lifting 50 lbs.
- Ability to spend the majority of the day standing or moving around the store.

**Application Deadline: Friday, October 18, 2024**

Please send your resume and cover letter to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca).

*The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.*