

Position Profile

Title: Customer Service Associate, Calgary ReStores

Reports To: Store Manager, Assistant Manager, Supervisor.

Purpose:

The Customer Service Associate focuses primarily on customer service. This role is to provide customer service on the sales floor and maintain customer satisfaction by being professional, courteous and helpful. The Associate works with customers, fellow-employees and volunteers and therefore is to build and maintain strong relationships and to be an ambassador for the organization representing Habitat for Humanity Southern Alberta in a professional manner.

Key Responsibilities:

Customer Service/Front of Store

- Supports Customer Service Supervisor in ensuring effective and efficient front-end operations.
- Helps to create an inviting environment for customers by maintaining a clean and safe area and merchandising products as required.
- Checks to make sure products on the floor are priced, clean and assembled.
 - Provide feedback on product quality, condition and pricing.
- Frequently inspect products to ensure they are in a saleable condition.
- Assists customers with product load outs
- Assists in ensuring the accurate and efficient processing of sale and exchange transactions.
 - Consults with Lead or Supervisor if support is required.
- Assists and supports store volunteers; assists and supports back-end operations as requested.
- Helps 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.
- Ensures that all interactions with customers, employees and volunteers is 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.
- Completes product write offs on damaged or missing product.

Decision-making

- Consult with Manager on Duty:
 - To process any discounts or reductions at cash; i.e. damaged product.
 - Any price changes or product location changes.
 - Any significant customer service issues; demanding change.

- Days off or shift change requests. Sick days.
- With any safety concerns.
- Improvements to any policies or procedures.
- Inform the Manager on Duty:
 - Merchandising or changes to facilitate increased sales.
 - Any employee or volunteer behaviour concerns.
 - Donor, customer, relationship issues/opportunities.
 - When aware of anything that may have significant consequences.

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.
- Prioritize effectively and communicate well with others.
- Demonstrated ability to complete a job 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.
- Knowledge of DIY (do it yourself) building projects and materials an asset.

Physical Requirements:

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

Application Deadline: Friday, July 31, 2020

Please send your resume and cover letter to restorejobs@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.