



Customer Service Supervisor North Calgary ReStore

Type: Full-time
Reports To: Restore Sales Manager, North Calgary ReStore

About the Habitat for Humanity ReStore

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, building materials at 40-60% 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 \$3 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.

Purpose:

The Customer Service Supervisor assists with the overall operations and sales of the ReStore North store. This role focuses primarily on customer service and donation product flow. It is also responsible for merchandising, using POS system with procurement of products donated and other related statistical data, plus managing/assessing overall customer satisfaction levels. The Customer Service Supervisor will assume leadership of the store in the absence of the Sales Manager and will build and maintain strong relationships with the staff and volunteers from the community as they pertain to corporate and residential donors and store customers. They are to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

Key Responsibilities:

- Provide leadership and support to the North Calgary Restore when Sales Manager is absent
- Assist Sales Manager with scheduling.
- Ensure product is appropriately prepared, clean and ready for the sales floor.
- Effective merchandise the store, and promote with signage as needed for influx of incoming product.
- Maintaining health and safety work environment
- Oversees, monitors, and ensures customer service and satisfaction
- Prepare store to receive products and manage space for incoming donations.
- Oversee safe and secure loading practice for customer pick-ups.
- Collaborate with the donations team in all ReStore locations about moving inventory.
- Work with volunteers and staff, in providing a customer focused work environment.
- Contributes to employee performance management, including ongoing feedback, reviews and recognition
- Support the Sales Manager in day to day operation and sales in the store.
- Perform opening and closing operations of the store.
- Support management team in stretch assignments based on the needs of the business.



Qualifications:

- Proven excellent customer service experience and skills.
- Ability to regularly adapt to changing needs and growth within the organization
- Excellent problem-solving, decision-making skills.
- Ability and experience using a computer effectively for data entry and management, reporting and email communications.
- Effective communication, planning and organization skills.
- Able to communicate with colleagues and staff effectively providing feedback
- Good general knowledge of home improvement and construction products, furniture and appliances.
- Ability to work under pressure in a fast-paced environment.
- Certification in WHMIS and First Aid is an asset.
- Able to lift 50 pounds independently, more with a partner.
- Able to work flexible schedule including evening and weekend hours.
- Valid Class 5 Alberta Drivers Licence
- Understanding of building materials, basic home renovations and major appliances considered an asset

Application Deadline: September 17, 2019

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.