

Lead Customer Service Associate Full Time

ReStore Calgary South is looking for a new Lead Customer Service Associate to join our growing team! Are you someone who is energetic, self-motivated, comfortable with technology, and most importantly customer focused?

Purpose:

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, 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 \$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.

The Lead Customer Service Associate focuses primarily on customer service. This role is to provide customer service on the sales floor and through our Ecommerce Store and maintain customer satisfaction by being professional, courteous and helpful. The Lead CSA 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.

Skills & Qualifications

- Proven excellent customer service experience and skills.
- Proven communication, conflict resolution and problem-solving skills.
- At least one year of customer service or sales experience/cashier experience.
- 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.
- Experience with social media and ecommerce is considered an asset.
- Capable of lifting 40lbs
- Ability to spend the majority of the day standing or moving around the store.
- Able to work flexible hours.

This position requires a flexible schedule, including working weekends.

Application Deadline: October 23, 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.