Habitat for Humanity ReStore

JOB DESCRIPTION

ReStore Customer Service Representative
Full-time

Habitat for Humanity Cornwall & The Counties
Founded in 1998, Habitat for Humanity Cornwall & The Counties is a non-profit organization working toward a world where everyone has a safe and decent place to live. Our mission is to provide affordable home ownership opportunities to local, working low-income families to help build strength, stability and self-reliance.

Serving the Counties of Stormont, Dundas and Glengarry, including the City of Cornwall and Cornwall Island, we rely on corporate and individual partners to help us build a stronger community.

ReStore Customer Service Representative – Full-time
Job summary

The role of the ReStore Customer Service Representative is to assist all aspects of ReStore operations and further the mission of Habitat for Humanity Cornwall & The Counties. Through the responsibilities tasked to this full-time position, the ReStore Customer Service Representative role will be primarily responsible for; providing excellent customer service, fundraising, assisting on the truck to help with pick-ups and deliveries, helping load and unload merchandise and responsible for completing sales transactions at the cash register. This full-time position will help Habitat for Humanity Cornwall & The Counties raise funds to build homes while encouraging the community to donate unwanted products instead of contributing to landfills.

Job responsibilities and duties

- Evening and weekend shifts will be necessary, with scheduled shifts on Thursdays, Fridays, Saturdays, Sundays and Mondays.
- Provide excellent customer service to customers, donors and volunteers
- Sell merchandise to the public
- Responsible for cleaning, sweeping, mopping, ensuring the ReStore and yard are clean at all times
- Load, unload and research, clean and test items as they are donated
- Enter sales in the cash register as per procedure
- Going on the truck to assist with deliveries and pickups when required
- Complete required safety course/training as assigned by ReStore Assistant Manager or Supervisor
• Work with other Habitat Cornwall & The Counties departments
• Other duties as assigned

Qualifications
• Secondary School Education
• Ability to lift heavy objects (approx. 45 pounds) repeatedly and safely moving with the object
• Clear criminal reference check is required
• Must provide own CSA approved footwear

Skill set and experience
• Excellent organization and communication skills
• Proven ability to work with a volunteer workforce
• Excellent customer service
• Experience in sales an asset
• Bilingualism an asset

To apply for this position
Please provide a resume in addition to a cover letter clearly outlining your qualifications for this position and your ability to work scheduled day and evening shifts Thursdays, Fridays, Saturdays, Sundays and Mondays.

Send to Stephane Beaudry, ReStore Assistant Manager at stephane@habitatcornwall.org

Applications will be accepted until a suitable candidate is found. All information received will be held in confidence. No phone inquiries will be accepted.

In compliance with the Accessibility for Ontarians with Disabilities Act, Habitat for Humanity Cornwall & The Counties is committed to providing accommodation for people with disabilities. Applicants must make their needs known in advance.

We thank all applicants for their interest however, only those selected for interviews will be contacted.

No phone calls please.