



**WHISTLER COMMUNITY
SERVICES SOCIETY**

"A Helping Hand Toward A Healthy Community"

Whistler Community Services Society

Re-Use It Centre Ambassador

Job Description

Job Summary:

Whistler Community Services Society provides inclusive support and is an advocate to create and build a healthy community. The Re-Use It Centre is a vital part of the organization and community by largely supporting all social services through waste diversion.

The Re-Use It Centre is looking for an energetic individual to fill the role working various hours on a casual basis. The Re-Use It Centre Ambassador role is to receive goods, distribute stock, sell goods and operate a cash register while accepting payment for purchase of goods in a positive and safe environment at the Re-Use It Centre. The Re-Use It Centre Ambassador must be aware that they are the face of the organization and must have a passion for waste diversion.

Duties and responsibilities:

Receiver & Floater:

1. Accepting donations that are in good quality when being dropped off
2. Directing donations that are not acceptable to either the landfill or Re-Build It in a respectful manner
3. Ensure the exterior and interior areas in receiving are free and clear from donations at the beginning and end of shift
4. Restock and identify the price of donations whenever needed
5. Organizing the receiving and outdoor area to keep the area safe throughout a shift

Cashier:

1. Greet customers as they enter the store in a friendly and professional manner
2. Receive and process payments by cash, credit card or debit
3. Provide information to customers when requested
4. Calculate total payments received at the end of work shift and reconcile sales

Clothing:

1. Inspect clothing donations for condition upon arrival to eliminate soiled clothing
2. Effectively manage seasonal clothing and recognize designer brands
3. Prepare donations for purchase by hanging, pricing and putting on display when needed

Knowledge, Skills & Abilities Required:

Minimum Education and Certifications Required:

- High school diploma and completion of some secondary school education
- Satisfactory Criminal Record Check

Minimum Experience Required:

- At least one year in a Customer Service role
- Some previous professional experience working within a retail environment

Specific Skills/Technical Knowledge:

- Demonstrates the ability to follow procedures
- Knowledge of WorkSafe practices and general safety procedures
- Strong decision making skills
- Ability to communicate effectively with customers and other team members
- Experience with conflict resolution tactics
- Works effectively on a team
- Demonstrates initiative
- Demonstrates sound judgement

Personal Characteristics:

- Has a calm, approachable and helpful demeanor
- Ability to interact courteously and professionally with customers and team members
- Passionate about waste diversion
- Enjoys working in a flexible and adaptable work environment
- Confident in dealing with challenging situations

Working conditions:

May be required to work various shifts including evening and weekend work in a busy and fast paced environment. This position may be exposed to moderate level of noise in an indoor setting.

Physical requirement:

May be required to stand for long periods of time. This position will be required to lift and move donations that can weigh approximately 25 lbs.