

Whistler Community Services Society

Job Description

Re-Build It Centre Team Member

**Job Summary:**

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

The Re-Build It Centre (RBI) Team Member role is to receive donations, distribute donations, sell donations, facilitate the tool lending library and operate a cash register while accepting payment for purchase of goods in a positive and safe environment at the RBI. The RBI Team Member must be aware that they are the face of the organization and must have a knowledge for waste diversion.

**Duties and responsibilities:**

**Customer Service:**

1. Provide customer service by greeting and assisting customers and responding to customer inquiries and complaints
2. Maintain confidentiality in all customer service interactions
3. Maintain a high level of customer service
4. Directing donations that are not acceptable to either the landfill or Re-Use It Centre in a respectful manner

**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

**Recycling and Donations:**

1. Inspect donations for condition upon arrival to eliminate items that would not sell
2. Prepare donations for purchase by moving and putting on display when needed
3. Collecting the full bottle totes from the bottle deposit outside the store

**Tool Lending Library:**

1. Follow all policies and procedures for the tool lending library
2. Administer memberships and fees
3. Full knowledge and understanding of tool usage and storage

**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:**

* Knowledge of a trade or a customer service role within a trade would be an asset
* Some previous professional experience working within a retail or warehouse environment

**Specific Skills/Technical Knowledge:**

* Demonstrates the ability to follow procedures
* Knowledge of WorkSafe practices and general safety procedures
* Ability to communicate effectively with customers and other team members
* Experience with conflict resolution tactics
* Works effectively on a team
* Demonstrates sound judgement
* Mechanically inclined
* Knowledge of tool usage
* Ability to make minor repairs or maintenance to furniture

**Personal Characteristics:**

* Has a calm, approachable and helpful demeanor
* Ability to interact courteously and professionally with customers and team members
* Knowledgeable 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 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 50 lbs.