



WHISTLER COMMUNITY SERVICES — SOCIETY —

Whistler Community Services Society

Job Description

Re-Build It Centre Team Member

Job Summary:

Whistler Community Services Society (WCSS) provides inclusive support and is an advocate for creating a healthy community. The Re-Build It Centre is a vital part of the WCSS organization and our community by supporting our social services through waste diversion.

The Re-Build It Centre (RBI) Team Members role is to receive, process and sell donations, facilitate the Whistler Tool Lending Library, and operate a cash register.

The RBI Team Member drives our cube truck throughout Whistler collecting and delivering furniture as well as operating our refundable bottle collection program.

The RBI Team Member engages with our customers, has a passion for waste diversion and is an advocate for a positive and safe environment for everyone.

The successful candidate would be required to provide a satisfactory Criminal Record Check.

Duties and responsibilities:

Customer Service:

1. Provide great customer service by greeting, assisting, and responding to customer inquiries and complaints in a professional manner
2. Maintain confidentiality in all customer service interactions
3. Redirect donations that are not acceptable as necessary
4. Handle cash and operate the cash register
5. General tidying, sorting, and cleaning duties

Recycling and Donations:

1. Inspect and filter donations by condition based on ability to sell
2. Prepare donations for purchase by pricing and displaying in the store
3. Collect recycling bins across Whistler for recycling program

4. Be knowledgeable about Whistler's various recycling and waste streams

Tool Lending Library:

1. Follow all policies and procedures for the tool lending library
2. Facilitate and administer memberships and fees
3. Provide general information to customers of tool usage, as needed
4. Operate a computer and tablet to process tool library transactions

Minimum Education and Certifications Required:

- BC driver's licence or willingness to convert current licence to BC

Desirable Experience:

- Knowledge of a trade or a customer service role within a trade would be an asset
- Experience with conflict resolution in a customer service environment would be an asset
- Knowledge of tool usage would be an asset
- Previous driving experience in a large delivery style vehicle an asset

Specific Skills/Technical Knowledge:

- Knowledge of WorkSafe BC practices and general safety procedures
- Makes minor repairs or maintenance to furniture
- Communicates effectively both verbally and written
- Works effectively in a team and comfortable working independently
- Demonstrates sound judgement when problem-solving and handling customer inquiries
- Takes initiatives
- Has a keen attention for detail, is organized and flexible

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.
- Comfortable driving in adverse weather conditions
- Comfortable with occasional outdoor work in hot, cold and/or wet environments

Physical requirement:

- Must be able to lift, move and carry up to 50 lbs, with the use of mechanical aids
- Stand for long periods of time