



Job Summary: Re-Use-It Team Member

Whistler Community Services Society (WCSS) provides inclusive support and is an advocate to create and build a healthy community. We value a workplace that celebrates our differences; we welcome applications from ALL qualified applicants, Black, Indigenous, People of Colour, and people of all sexual orientations, those with diverse abilities, and from all social strata.

The Re-Use It Centre (RUI) is a vital part of the WCSS and the greater community by largely supporting all social services through circular economy and waste diversion program. The RUI Ambassador role includes receiving, sorting, and selling of donations to generate funds to support WCSS community programs, facilitate circular economy, and divert waste from landfill. The RUI Ambassador must be aware that they are a representative of WCSS and our organizations values. This individual ought to share an enthusiasm for supporting our community and have a passion for waste diversion.

What you'll be doing

- Serving customers and donors by fostering relationship, building customer confidence, and providing accurate information regarding the Re Use It Centre, and other WCSS Programs.
- Establishing respectful, yet personalized rapport with customers; by phone or in person
- Answer all customer questions, providing detailed information including what is the Re Use It and our purpose in connection to WCSS.
- Stocking shelves, counters, or tables with merchandise.
- Handling customer complaints, returns and exchanges in a friendly and courteous manner.
- Be prepared to help our customers and donors with a variety of questions and requests.

What we're looking for

- Ability to demonstrate our core values, Trust, Respect, Inclusion, Advocacy, Collaboration
- Passion and knowledge for Waste Diversion would be advantageous.
- Previous retail sales experience -an asset
- Experience working in an outdoor and/or retail setting is an asset.
- Conflict resolution tactics- an asset
- Self-motivated and able to work in a busy and fast paced work setting.
- Positive, enthusiastic attitude towards customers, donors, and team members.
- Must be discrete and respectful of customer, donor, and team members privacy always.
- High attention to detail
- Must be available to work weekends.



- Required to complete a satisfactory criminal record check.

Personal Characteristics

- Has a calm, approachable, and helpful demeanor.
- Enjoys working in a flexible and adaptable work environment.
- Confident in dealing with challenging situations.

Working and Physical conditions

This position may be exposed to moderate level of noise in an indoor setting. This position may require standing for long periods of time. This position will be required to lift and move donations that can weigh approximately 25 lbs.

Compensation

- \$20.14/hourly rate
- 32-40 hours a week (32 hours counts as full time!)
- Extended Health Benefits (following successful probation)
- Yearly Wellness Allowance (following successful probation)
- Note: Our stores are open 7 days a week, **this position may require staff to work on weekends**, and between the hours of 8:30am - 6:30pm.
- Reference ID: Re Use It Centre Ambassador
- Job Types: Full-time, Permanent
- Salary: \$20.14 per hour