

Re-Build-It Centre Team Member (Casual)

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 and the sale of second hand goods.

The Re-Build-It Centre (RBI) Team Members role is to receive, process and sell donations. This role also includes facilitating the Tool Lending Library, and handling cash transactions.

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 will be required to provide a satisfactory Criminal Record Check.

Duties and Responsibilities:

Customer Service:

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

Recycling and Donations:

- Inspect and filter donations by condition and ability to re-sell.
- Prepare donations for purchase by pricing and displaying in the store.
- Be knowledgeable about Whistler's various recycling and waste streams.
- Participate in tracking donation weights.

Tool Lending Library:

- Follow all policies and procedures for the tool lending library.
- Facilitate and administer memberships and fees.
- Provide general information to customers on tool usage as required.

Education and Certifications (Desired but not required):

- First Aid Certification : Standard First Aid & CPR-C/AED.

Experience:

- Past Customer Service related experience is required.
- Experience with tools is considered an asset.
- Experience in a trade or labour position is considered an asset.

Specific Skills/Technical Knowledge:

- Knowledge of WorkSafe BC practices and general safety procedures.
- Ability to make minor repairs or maintenance to furniture.
- Effective verbal and written communication skills.
- Works effectively as part of a team and is also comfortable working independently.
- Demonstrates sound judgment when problem-solving and handling customer inquiries.
- Takes initiative.
- Has a keen attention for detail, is organized and flexible.
 - Ability to operate a computer and tablet to process tool library transactions, take delivery bookings, and respond to emails.
- Comfortable with lifting and carrying heavy items.

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 levels of noise indoors.

Physical Requirements:

- Must be able to lift, move and carry up to 50 lbs.
- Must be able to stand for long periods of time.

Salary: \$20.95/hour