



We build **strength, stability, self-reliance** and **shelter**.

## Customer Service Assistant

Summer Student Position: May 15 – August 17, 2018

Habitat for Humanity Red Deer Region is seeking a Customer Service Assistant to work in the Red Deer ReStore. This role reports directly to the ReStore Manager, with some oversight from the Assistant Store Manager. The Customer Service Assistant (CSA) will work 35 hrs per week for 14 weeks with anticipated start date of May 15<sup>th</sup>.

This full-time, term position is funded in part through the Canada Summer Jobs Grant Program. To be eligible to apply, students must have completed one year of post-secondary education or a trade/technical program and be registered for full time studies for the 2018-19 academic year.

The successful candidate must be passionate about making a difference. Candidates must have strong communication and interpersonal skills as well as have an eagerness to work with a variety of people from all walks of life. This position requires an individual who can easily work as part of a team or independently with minimal supervision. The ability to work flexible retail hours including some evenings and Saturdays is a requirement of this role.

### Who is Habitat for Humanity Red Deer?

Habitat for Humanity Red Deer Region Society is a non-profit, charitable organization. We are dedicated to helping families achieve the strength, stability, and self-reliance they need to build better futures for themselves and their families. The Habitat for Humanity Red Deer ReStore is a social enterprise that promotes recycling, waste reduction and re-purposing through the donation and sale of building materials and household items. Proceeds from our ReStore operation support Habitat operations and our homeownership program for families. Habitat Red Deer operates under Habitat Canada's Safety, Health & Environment (SHE) program. We are committed to promoting due diligence in providing a safe workplace for all employees and volunteers. For more information, please visit [www.habitatreddeer.ca](http://www.habitatreddeer.ca).

### Global Vision

A world where everyone has a decent place to live

### Responsibilities

- Assist with all aspects of retail operations in our ReStore
- Process sale and exchange transactions
- Address customer inquiries and concerns in a positive and courteous manner
- Assist with store inventory management and merchandise displays
- Perform pick-up, delivery, assembly and information tracking of donated items
- Assist with loading and unloading of delivery trucks with large household items
- Participate in and strictly adhere to all safety training, rules and protocol
- Conduct general housekeeping and store maintenance tasks as required



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- Interact positively with all customers, co-workers, donors and volunteers

#### Qualifications

- Must be self-motivated and driven by making a difference
- One year of relevant experience in retail management, customer service and/or non-profit operations
- Ability to multi-task and prioritize effectively in a fast-paced environment
- Ability to work under pressure and meet deadlines
- Demonstrate a commitment to safety in the workplace
- Demonstrate excellent interpersonal and problem-solving skills
- Ability to lift heavy items up to 50 lbs. and be in good physical condition
- Possess a valid driver's license with clean driving record
- General hardware and construction knowledge is an asset
- Computer literacy, including Microsoft Office Suite is an asset
- First aid, CPR training, and/or forklift/bobcat experience is an asset

#### How to Apply:

- Please forward your resume along with a cover letter, indicating what program of study you have completed to date and are registered in for the 2018-19 academic year.
- Send your completed application to: Karen Vavrek, CEO – Habitat for Humanity Red Deer, [karen.vavrek@habitatreddeer.ca](mailto:karen.vavrek@habitatreddeer.ca) by **May 3<sup>rd</sup>, 2018**. Only those selected for interviews will be contacted. No phone calls please. We thank all candidates for their interest.