

Reports to: Store Manager
Hours: PT: 20+/week or
FT: 30-40/week (Tues. - Sat.) as determined
Status: Non-Exempt

Position Description:

The Customer Service Associate position's primary responsibilities include ReStore cashier, customer service, sales and assistance. Associates service includes welcoming and greeting, answering questions and providing personal assistance directing and providing product and sales information. Associates are responsible for providing friendly, courteous, efficient, and professional service. Associates will work closely with the Store Manager, other employees and volunteers on various duties including stocking, cleaning, organizing, and other tasks as requested.

Primary Responsibilities:

1. Greet customers by phone or in person, provide assistance as needed
2. Ensure reduced wait times for customers in line to pay for items
3. Know and be able to explain the layout of the ReStore and range of inventory on hand
4. Operate a cash register to document sale of merchandise
5. Process cash, credit card, and check transactions with accuracy, following established procedures for each type of sale
6. Maintain and balance cash drawers at the end of each day
7. Maintain an orderly and clean check out area
8. Bag or package sold items as needed
9. Answering or Directing questions to appropriate staff
10. Proactively communicate with Store Manager regarding sales issues or problems
11. Multi-task in a fast paced environment without compromising service with customers
12. Process, stock and clean merchandise including shelving and organizing various departments store wide
13. Exhibit positive "can do" attitude at all times
14. Demonstrate respect for fellow workers, volunteers, donors, and customers
15. Follow the highest ethical and professional standards
16. Learn and adhere to all policies and procedures including safety standards
17. Participate in required training

Qualifications and Experience

- Education: minimum high school diploma
- Familiar with computer technology related to Point of Sale retail systems
- Exhibit strong organizational skills, accuracy and good record keeping when dealing with financial transactions
- Demonstrated history as self-starter, reliable, dependable, responsible and professional employee
- Proven ability to apply good judgment, strong ethics, consideration and balanced temperament at work
- Willingness to learn and support Mission of Nevada County Habitat for Humanity
- Foster and contribute to a positive team oriented work environment
- Experience with home improvement and hardware merchandise a plus

- Ability to handle customer situations with grace and composure
- Able to lift up to 15 pounds, squat, bend and stand for extended periods

JOB SPECIFICATIONS

- Education: High School diploma required.
- Work Experience: retail experience preferred
- Computer: Computer literacy, email, internet search engines
- Software skills: Proficiency in Microsoft Office applications preferred

Email cover letter **and** resume to: Kayla@nchabitat.org

You may also mail or drop off copies of your cover letter and resume to:

*Nevada County Habitat for Humanity ReStore 12359 Loma Rica Drive, Grass Valley, CA 95945
Attn: Kayla Olson, Store Manager*