

Re-use Hawaii

Job Title: Customer Service Representative

Employment Type: Full-Time

FLSA Status: Non-exempt

Department:

Reports To: Redistribution Center Manager

Job Summary

The Customer Service Representative is responsible for overseeing and managing all aspects of Redistribution sales, including personnel, material management, logistics, task sequence, and safety. Assists community members shopping for salvaged building materials, helps organize the display of materials, rings up customers, and is willing to improve current processes in the role.

Schedule: ~40 hours per week, 8:45am - 5:15pm. Shift includes 1 weekend day. Work location at the Re-use Hawai'i Redistribution Center (on Salt Lake Boulevard by the Stadium).

General Requirements:

- 3 good professional references.
- Ability to learn to operate a pallet jack and Forklift.
- Non-profit experience is a plus.

Compensation:

- Position pays \$17/hour to start
- Health/prescription drug insurance (HMAA)
- Elective dental and vision insurance available (HDS / HMAA)
- Paid vacation and sick time
- \$200 material credit at Re-use Hawai'i & employee discount
- Retirement plan (Vanguard 403B)
- Work Boot stipend

Essential Duties

- Greet customers courteously.
- Assist customers with purchases, questions, and measurements of materials.
- Provide product recommendations and load purchases into customer vehicles as needed.
- Operate the Lightspeed POS system to process sales transactions.
- Maintain a clean, organized, and safe store.
- Merchandise, organize, and restock inventory.
- Ensure items are clearly labeled, priced, and accessible.
- Accept donations of building materials in accordance with Material Acceptance Guidelines.
- Follow all safety procedures and wear proper protective equipment.
- Operate forklifts and other equipment (if certified) safely and responsibly

- Follow established Redistribution Center policies and procedures.
- Report any hazards, accidents, or maintenance issues promptly.
- Work with other Redistribution Center staff to help manage material.
- Be able to remember and promote any Re-use Hawaii promotional sales during the week.
- Collaborate with other Redistribution Center staff and truckers.
- Take care of tools and equipment.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Behavioral Characteristics

- Provide friendly, knowledgeable, and helpful service to all customers and donors.
- Attention to detail and safety.
- Ability to switch tasks quickly and often.
- Willing and able to learn on the job.
- Responsible, reliable, punctual, honest, and efficient.
- Connection and support of the organization's mission.

Computer Skills

- Ability to use Apple computers
- Previous experience using a point-of-sale (POS) system is a plus, but will train.

Tools & Technology

- Stay familiar with building material types and uses.
- High proficiency using hand and power tools.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- regularly required to stand; walk; reach with hands and arms; talk or hear.
- occasionally exposed to sit; use hands to finger, handle or feel; stoop, crouch, or crawl.

The employee must:

- regularly lift and/or move up to 50 pounds.

Work Environment

The noise level in the work environment is moderate noise.