

For all members of the Retail department, the number one goal is customer service. This is an entry-level position at Construction Junction, consisting of handling and organizing materials as they move from donors' vehicles to various places in the store and eventually into buyers' vehicles, as well as cashier and general customer service responsibilities.

The daily workload is varied and requires performance in two distinct areas of operation:

**Warehouse:** Associate must interact with customers at the loading docks, unload materials, move them to the sales floor or storage, and may be asked to price materials under the guidance of a supervisor. By extension, a Customer Service Associate must be familiar with the protocols and guidelines of the various recycling establishments that partner with Construction Junction.

**Retail:** Associate responds to pages for customer assistance, directs customers in the store, make sales at the register, and helps with the transport of a donor's purchases to their vehicle or to temporary storage. S/he must help keep the sales floor clear, safe, and stocked.

**General Responsibilities:** The Customer Service Associate helps out with most non-managerial retail jobs performed at Construction Junction, and must be able to work in a team-oriented environment that interacts directly with customers.

### **Qualifications, Skills and Experience:**

#### **Required:**

- High School Diploma or equivalent
- Demonstrated organizational skills, including strong detail orientation and accuracy.
- Excellent communication skills both verbal and written.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Ability to respond to unplanned challenges with urgency is required.
- Ability to maintain composure under pressure and experience handling difficult people/situations.
- Computer skills.

#### **Preferred:**

- Prior experience with customer service responsibilities.
- Excels at operating in a fast paced, community environment with multifaceted demands.

#### **Physical Demands:**

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This position requires intense manual labor and repeated heavy lifting of items upward of 75lbs. Associates walk an average of 3 miles a day on concrete in a hot/cold/wet/dirty environment. This is a very physical job that requires constant communication, team work, safe practices and the ability to provide excellent customer service while doing so.

Throughout each working day in order to perform the duties of this job it is essential:

- to be able to work in a hot/cold/wet/dirty environment; and
- to be able to stand; walk; sit; bend; reach up; use hands to finger, handle, grasp, or feel; reach with hands and arms; and
- to be able to talk and hear; and
- to be able to use close vision, distance vision, color vision, peripheral vision and depth perception; and
- to be able to be on one's feet walking and standing for the duration of the working day, and
- to be able to work seated at times; and
- to be able to sustain continual movement for the duration of the working day and to be able to walk an average of 3 miles a day on concrete; and
- to have flexibility for bending and reaching for the duration of the working day; and
- to be able to use a computer with keyboard and mouse, and a tablet computer with touch screen and/or keyboard and mouse, and a walkie-talkie, and cell phones, and both cordless and corded landline phones; and
- to be able to use both hands and digits for multiple tasks including typing; and
- to be capable of repeated heavy lifting of items upward of seventy-five pounds for the duration of the working day, and
- to be able to provide excellent customer service in hold/cold/wet/dirty environment.

This position is subject to weather conditions comparable to those of an outdoor worker.

Candidates may be asked to undergo or provide evidence of a physical ability, hearing, or vision test in the interest of safety.

**Work Environment:** While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions; large temperature variations; and moving mechanical parts. The employee will primarily be working in a warehouse type environment. The noise level in the work environment is usually moderate.