

SERVICE DESK ASSOCIATE

PART or FULL-TIME PERMANENT

(Hourly Rate)

JOB DESCRIPTION:

The Service Desk Associate provides all point-of-sale functions, including recording and collecting for customer purchases, processing transactions (cash, credit card, debit card) using retail software, in-house charge, and credit card transactions (debit, gift card etc.), and performing various services for customers, such as providing information and confirming prices, all done in a prompt, friendly manner. The Service Desk Associate performs all assigned tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

DUTIES / RESPONSIBILITIES:

- Greet and verbally communicate with customers and staff in person and by telephone or email.
- Operate and understand the POS system and procedures related to purchases with sufficient speed and accuracy. Be competent with computer database for looking up merchandise.
- Follow proper procedures according to store policy regarding returns, refunds, special orders, etc.
- Ensure customers have had a positive shopping experience and report customer complaints to supervisor.
- Answer the phone promptly and take detailed messages for unavailable staff.
- Assist customers who need advice or information in person or by phone or email.
- Page individuals over the public address system when necessary.
- Be familiar with the location, use and operation of in-stock and special order items.
- Attend store meetings, training sessions, shows and markets as directed by management.
- Work on additional duties and projects, such as quotes and estimates, as assigned by a supervisor.
- Clean and maintain the store, including product displays and service desk area.
- Re-stock shelves and help maintain inventory levels in selected areas.
- Be aware, report, and discourage theft while taking preventative measures within company policy.
- Work in a safe manner in accordance with safety regulations.
- Assist in placing and processing special orders for hardware and building supplies.
- Follow up with customers in regards to order, quotes, deliveries, etc. via telephone and/or email.
- Assist customers with carrying out of large, heavy or awkward items when required.
- Maintain proper work ethics when dealing with customers and staff.
- Able to follow verbal and written communication.
- Take detailed messages for unavailable staff.
- Be a positive role model by following company policies and assist in training new team members.
- Ensure LBM displays are properly maintained and literature/brochures are replenished frequently.
- Greet and assist customers on the sales floor and service desk. Set a good example for other employees through your ability and desire to assist customers and to maximize sales.
- Resolve customer claims, complaints and/or warranty issues in a manner that is timely, courteous and discreet.

QUALIFICATIONS:

- High School diploma or equivalent.
- General LBM retail experience and knowledge is an asset.
- Friendly and helpful attitude toward customers.
- Ability to work a flexible schedule including weekends, evenings, and holidays.
- Ability to communicate effectively with customers, management, and employees.
- Ability to read and comprehend written and printed materials, as well as information presented in numerical form.
- Excellent communication, mathematical and problem solving skills.
- Ability to work co-operatively in a team environment.
- Good understanding of Rashotte HHBC's policies and procedures.
- Willingness to learn and continually develop professional skills and knowledge base.
- Valid G driver's license and good driving record an asset.

REQUIREMENTS:

- Must be able to stand for an extended period of time while working in a fast-paced environment, performing repetitive tasks and paying attention to detail.
- Steel-toed safety boots and high visibility work wear must be worn when required.
- Completion of WHMIS and other safety courses administered by Rashotte HHBC.

SALARY & BENEFITS:

- The Service Desk Associate wage starts at \$18.00/hr and progresses based on experience and qualifications.
- Drug, dental and vision care (*Full-time staff only*).
- Profit sharing after 2 years (*Full-time staff only*).
- Store discount

INTERESTED APPLICANTS, PLEASE SUBMIT YOUR RESUME TO:

hr@rashotte.ca

Phone: 613-478-2539

Rashotte Home Hardware Building Centre

18 Countryman Road, Tweed ON, K0K 3J0