



Restore Customer Service Associate Job Description

General Job Description

To assist SCVHFH Supervisors and Management with the receiving, cleaning, preparation, **online staging** and floor placement of donated items on the retail floor for public purchase. Other duties include, but not limited to, are: Dealing with electronic waste and white/metal waste in a manner consistent with Wisconsin laws and those of the collecting vendors; repair and teardown of donated items, with tools and tasks assigned by Supervisor on site; working alongside volunteers that vary greatly in age and ability; in general, keeping dock, prep areas (counters, sinks, floors, etc.) clean and organized to allow staff and volunteers to work in a safe environment.

General Responsibilities and Expectations:

- 1) Enthusiasm and self-motivation are needed daily. A positive attitude must be presented to customers, staff and volunteers at all times and all situations. Areas of frustration and/or conflict must be discussed with Management immediately, in a discrete and responsible manner.
- 2) All decisions to accept and/or reject donations must be made with guidelines from Management. All rejections will be made in a diplomatic manner-and- alternatives offered if available.
- 3) Effective time management and organizational skills are needed daily; assignment of duties and tasks need to be performed as effectively and efficiently as possible.
- 4) Cell phones are to be used only during scheduled breaks and lunch times.
- 5) Smoking is not allowed anywhere in the building or in any SCVHFH vehicle. There will be no smoking in the immediate dock area – all smoking is to be in the employee parking area, either by or in their respective vehicles.
- 6) It is expected that all employees be at work every scheduled day; to start work promptly at the assigned time and work until the assigned ending time; to abide by the time limits of breaks and lunch periods; to keep safety foremost in any task; to communicate with Management on any issue when the need arises; to work overtime as the need arises.
- 7) It is expected that Management will provide: The proper equipment and instruction; the process to communicate with all levels of Management; an atmosphere built around feedback, appraisals and trust; and a friendly and harmonious working environment.

REQUIRED HOURS OF WORK AVAILABILITY

Sun- Mon Closed

Tue By Appointment

Wed 03:00 pm – 07:00 pm

Thu 03:00 pm – 07:00 pm

Fri 09:00 am – 12:00 pm

Sat 09:00 am – 12:00 pm



The work schedule will be known one week in advance and the number of hours will depend on available work. Must be available to work Saturdays. Within the daily schedule (2) 10 minute breaks are included (paid) and a 30 minute lunch break (unpaid) is mandatory if more than 6 hours is worked on a given day. Other than the lunch period, all personnel must have permission from Management to leave the premises, which includes being "clocked out" and not on company time.