

Position: Customer Service Associate

Work Schedule: Full-time, 40 hours; Monday – Saturday, 9am – 6pm

Benefits: Standard benefits including funded health care options, 403b sharing, paid holidays, and PTO. Additionally, some travel and training available with progressive development benchmarks/achievement.

Job Duties

- Work with a team that delivers fast, fun and friendly service to shoppers, donors and volunteers.
- Work with team on the sales floor actively seeking and implementing methods to achieve daily sales goals.
- Ensure sales floor is stocked and merchandised while keeping sales floor clean, safe, and organized.
- Working with staff to maintain store displays between customer interactions and transactions.
- Provide excellent customer service to guests, respond quickly to guests' needs, questions or issues while encouraging other sales people to collaborate on and achieve customer service standards.
- Be proficient with all retail sales and donation acceptance procedures in order to process transactions efficiently and accurately.
- Perform shop opening and closing functions, handle change requests including cash back up access.

Job Requirements

- Retail / Service industry experience required. Home improvement sales experience preferred.
- Must be a positive team player and demonstrate cooperative skills within the store with diverse shoppers, donors and volunteers while working well with other PHFH departments.
- 2 years of experience working in a positive culture with teams to achieve stated sales and customer satisfaction goals.
- Candidate must be able to handle a physically demanding position; often working in hot environments. Duties involve constant bending, walking, and standing long hours and lifting / moving heavy merchandise.
- Must be able to lift furniture and appliances alone and sometimes with assistance. Must be able to safely move and lift 50+ lbs. with or without assistance on a daily basis.
- Professional and polite communicator.
- Solutions focused- Creative problem solver. Looks for opportunities to succeed.
- Strong personal Integrity with a flexible attitude; easy going.
- Open to ideas and suggestions from others. Accepts direction or corrective advice well.
- Enjoys working with diverse populations. Able to work well with tough customers.
- Must be able to pass CDL test and physical to become CDL licensed. Company pays.

Pensacola Habitat for Humanity is an EOE employer. No phone calls or drop-ins please .

Job Type: Full-time, non-exempt

