



**LIFTUP of Routt County**  
*Customer Service & Facilities Specialist*  
**JOB DESCRIPTION**

<b>Job Title</b>	<b>Customer Service &amp; Facilities Specialist (CSFS)</b>
<b>Employment Status</b>	Part-time (26 hours per week), year-round
<b>Reports to</b>	Donation Center Manager & Thrift Store Manager
<b>Supervision Exercised</b>	Supervises volunteers and community service workers as needed
<b>Salary</b>	\$12/hr
<b>Benefits</b>	Paid Holidays, Sick Days
<b>General Description of Position</b>	Under the direction of the Donation Center Manager (when working in the Donation Center) and Thrift Store Manager (when working in the Thrift Store), the Customer Service & Facilities Specialist (CSFS) will alternate between the Donation Center and the Thrift Store: greeting the public, ringing up purchases, receiving/sorting/testing/pricing donations, and carrying out basic facility maintenance.
<b>Essential Duties</b>	<ul style="list-style-type: none"> <li>▪ Run and balance the cash register</li> <li>▪ Assist customers and donors in a positive, professional manner</li> <li>▪ Know and politely enforce policies regarding donations</li> <li>▪ Receive incoming calls and transfer as needed</li> <li>▪ Maintain a clean, organized and safe work site</li> <li>▪ Know and adhere to standards of quality guidelines for sorting</li> <li>▪ Test donated electronics and sporting goods</li> <li>▪ Rotate seasonal merchandise and prepare donations for recycling</li> <li>▪ Price merchandise for the thrift store as directed</li> <li>▪ Oversee volunteers at work site in the absence of the manager</li> <li>▪ Provide coverage in the thrift store as needed</li> <li>▪ Will be responsible for overseeing loading of pass on trailer, emptying trash/cardboard, lifting bags/boxes for volunteers/staff</li> <li>▪ Assist with general building maintenance- shovel snow, replace lightbulbs, keep storage areas organized, etc.</li> <li>▪ Assist with special projects and perform other duties as assigned</li> <li>▪ Attend monthly staff meetings</li> </ul>
<b>Minimum Requirements</b>	<ul style="list-style-type: none"> <li>▪ High School diploma or equivalent</li> <li>▪ Excellent interpersonal and communication skills required</li> <li>▪ Retail background preferred</li> <li>▪ Ability to speak Spanish helpful</li> <li>▪ Experience supervising volunteers helpful</li> <li>▪ Ideal qualities: self-motivation, organization, ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds</li> <li>▪ Ability to multi-task in a fast-paced environment</li> </ul>

	<ul style="list-style-type: none"><li>▪ Physical ability to stand for extended periods of time and lift and carry items weighing up to 50 pounds)</li></ul>
<p style="text-align: right;"><i>Revised May 10, 2017</i></p>	