



LIFT-UP of Routt County
Part-Time Customer Service Specialist

JOB DESCRIPTION

Liftuprc.org

Job Title	Donation Center Customer Service Specialist (CSS)
Employment Status	Part-Time, year-round (20 hours)
Reports to	Donation Center Manager
Supervision Exercised	Supervises volunteers and community service workers as needed
Salary	\$14.50/hr
Benefits	Paid Holidays, Sick Days
General Description of Position	Under the direction of the Donation Center Manager (when working in the Donation Center), the Customer Service Specialist will greet the public, accepting donations, and sorting and pricing donations.
Essential Duties	<ul style="list-style-type: none"> ▪ Assist customers and donors in a positive, professional manner ▪ Know and politely enforce policies regarding donations ▪ Receive incoming calls and provide information about Lift-Up programs ▪ Maintain a clean, organized and safe work site ▪ Assist with special projects and perform other duties as assigned ▪ Know and adhere to standards of quality guidelines for sorting ▪ Sort and visually inspect donations ▪ Rotate seasonal merchandise and prepare donations for recycling ▪ Price merchandise for the thrift store, together with manager ▪ Oversee volunteers at work site in the absence of the manager ▪ Provide coverage at the thrift store as needed ▪ Attend monthly staff meetings
Minimum Requirements	<ul style="list-style-type: none"> ▪ High School diploma or equivalent ▪ Excellent interpersonal and communication skills required ▪ Retail background preferred ▪ Ability to speak Spanish helpful ▪ Experience supervising volunteers helpful ▪ Ideal qualities: self-motivation, organization, ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds ▪ Ability to multi-task in a fast-paced environment ▪ Physical ability to stand for extended periods of time and lift and carry items weighing up to 50 pounds
Apply	<ul style="list-style-type: none"> ▪ Email application to dcmanger@liftuprc.org or in person at 2125 Curve Court Steamboat Springs
<i>Revised March 6, 2018</i>	