

Volunteer Job Description

Customer Service Assistant

Position Description:

- The primary role of the Volunteer Customer Service Assistant is to provide customers with a unique shopping experience by delivering excellent customer service in a library-store environment.

Main Tasks and Responsibilities:

- Deliver excellent customer service:
 - Greet, welcome customers
 - Assist customers in finding retail and loan resources, gifts and other products
 - Learn merchandise features, scope of the loan collection, and overall mission of CommonWord.
- Front desk:
 - Operate two software packages: our Point of Sale system (for retail purchases) and our web-based library system (for loans)
 - Handle cash, invoices, gift certificates and credit cards
 - Distribute promotional material
- Assist staff with the following:
 - Restock retail inventory and re-shelve loan items
 - Perform basic data entry
 - Keep the store neat, clean and attractive to customers, including dusting
 - Assist with special projects

Skill Requirements:

- Understanding of the mission of CommonWord and our partners: Mennonite Church Canada, Canadian Mennonite University
- General computer literacy
- Ability to follow customer service standards
- Willingness to learn about our products and resources
- Oral and written communication skills
- Dependable and punctual
- Ability to represent CommonWord with a neat, clean appearance
- Experience in customer service, retail sales and/or library services would be helpful, but not essential

Training and Skill Development:

- Point of Sale training and library software training
- Job shadowing
- Occasional customer service training

Time Commitment:

- A minimum of one 4-hour afternoon shift/week (1:00-5:00). It's encouraged that volunteers switch shifts with each other, if possible, if a day is missed. Holidays and days off can be arranged in advance.
- Attendance at training meetings
- Availability for year-end inventory count (typically afternoon of Jan 31) and other special events, as possible
- Commitment of 12 months (Sept – August) with allowance for summer and other breaks.