



Job Description – Heirlooms Customer Service Specialist

Expectations of all HRRV Employees

Support the mission, vision and values through unequaled quality patient care, professional competence, collaboration, communication, innovation, accountability, ownership and provide support to the entire agency regardless of their primary office location.

Position Summary

Assist in the procurement of donations, manage the merchandising of donations, and assist in the overall management of the facility

Qualifications

- Minimum of 3 yrs. experience in retail required
- Ability to work as a team with manager, volunteers and the community
- Excellent written and verbal communication skills
- Professional appearance reflective of Heirlooms image

Certifications, Licenses, Registrations Required

- None required

Physical Requirements/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk; occasionally required to stoop, kneel, or crouch. The employee is frequently required to sit for extended periods of time. The employee must regularly lift and/or move up to ten pounds, occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and adjust focus. The work environment is primarily an office setting.