

Work with Re-use Hawai'i!

Join the Oahu Redistribution Center Team.



Re-use Hawai'i
preserve | provide | sustain

Job Title: Customer Service Representative

Department: Oahu Redistribution Center

Reports to: Kaka'ako Manager and Lead Sales Manager

Collaborates with: Redistribution Center Manager, Receiving Department, Material Processing Department, and other Redistribution Center staff.

Position Summary: The Customer Service Representative assists community members shopping for salvaged building materials, helps organize the display of materials, rings up customers, and is willing to improve current processes in the role.

Schedule: Tuesday-Saturday, 8:45am - 5:15pm. Work location at the Re-use Hawai'i Redistribution Center (200 Keawe Street).

Compensation:

- Position pays \$16 per hour to start
- Health/prescription drug insurance (HMAA)
- Elective dental and vision insurance available (HDS / HMAA)
- Paid vacation and sick time
- \$200 material credit at Re-use Hawai'i
- Work Boot Stipend
- Retirement Plan (Vanguard 403B)

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Required qualifications, work traits, and abilities:

- Some experience in a public customer service role.
- Previous experience using a point-of-sale (POS) system is a plus, but will train.
- Collaborative, helpful, and willing to learn.
- Building material knowledge is preferred, but not required.



- Connection to nonprofit mission or reducing waste and providing the community with an affordable building material resource.
- Ability to work with a team.
- Ability to use Apple computers (will train).
- Willingness to learn about salvaged building materials.

Position Responsibilities:

- Assist customers with purchases, questions, and measurements of materials.
- Promote and maintain a vibrant and engaging work environment that is positive and safe for staff, volunteers, donors, customers, and visitors.
- Be able to remember and promote any Re-use Hawaii promotional sales during the week.
- Merchandising and organizing of material.
- Follow established Redistribution Center policies and procedures.
- Maintain a clean and organized POS area.



Physical requirements:

- Position requires lifting up to 50+ lbs throughout the work day.
- Ability to stand for extended periods of time, walking required consistently throughout the day, and able to assist in moving material.
- Ability to use hand tools and power tools when needed.



General Requirements:

- Cell phone and email communication.
- 3 good professional references (no friends or family).
- Ability to learn to operate a pallet jack and forklift.
- Non-profit experience is a plus.



Learn more about our organization and how we serve the community through our work at:

reusehawaii.org