

## Service Desk Associate

Full-time, Permanent  
Salary: \$14.35-\$16.00 per hour  
Benefits: Excellent

Job ID: MFS324 Job Posted: September 30, 2021 Job Closes: November 11, 2021
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### DUTIES/RESPONSIBILITIES

2+ years of prior retail, warehousing, or industry related experience is beneficial  
Actively seek out and offer a friendly greeting throughout the entire store  
Represent the Home Hardware Service Desk in a presentable and professional way  
Assist retail customers with questions on product information, product application, and product ordering in-person, by telephone, and e-mail  
Merchandise the aisles in the vicinity of the Service Desk, ensuring these areas and shelves are stocked and holes are monitored and filled  
Support customers with the consult and ordering of special-order product, such as windows, doors, siding, tile, and more  
Support the Service Desk and Warehouse with filling stock on the sales floor  
Perform housekeeping duties throughout the department and general area  
Identify and support the need to update and flush stock and merchandise within the vicinity of the Service Desk  
Be approachable and treat all employees with respect  
Create a memorable and informative experience for the customer  
Be accessible to colleagues for questions and guidance where necessary  
Maintain safety training certifications annually or as advised  
Set a good example by always following company policies and procedures  
Adhere to quality and customer service standards set forth by GHHBC  
Participate and represent store in local community events  
Work in a safe manner in accordance with provincial and federal safety legislation  
Report any potential hazards and unsafe behavior to management

### EDUCATION/SKILLS REQUIRED

1-2 years of prior retail or industry related experience is beneficial  
Knowledge of a trade, renovations, and building materials a strong asset  
Possess a high regard for safety in the workplace  
Able to lift 50 pounds unassisted  
Ability to work a flexible schedule including weekends, evenings, and holidays  
Ability to understand computer software programs which support the role  
Excellent communication skills  
A 'can-do' attitude with a desire and willingness to learn is an asset  
Willingness to continually develop professional skills and knowledge base with company support  
Willingness to participate in seminars, webinars, training sessions and meetings to expand knowledge and skillset  
Ability to work cooperatively in team atmosphere

Apply: [jobs@employmentserviceselgin.ca](mailto:jobs@employmentserviceselgin.ca)