



Position Title: Reuse Specialist - Retail Team

Work Week: Must be available weekends, plus open availability for weekdays preferred. Shifts occur between 10 am and 8 pm.

Starting Wage: \$15.00 per hour and paid time off (PTO)

Reports to: Retail Supervisor

Who We Are

Austin Creative Reuse (ACR) is a 501(c)(3) nonprofit organization. Our mission is to foster conservation and reuse through creativity, education and community building. We opened Austin's first creative reuse center in September 2015. In our center, we collect, process and re-sell gently used creative materials donated from individuals and businesses. To date, ACR has diverted more than 2.5 million pounds of usable creative materials from the landfill and hosted hundreds of workshops and community events to promote creative reuse. Learn more at <http://austincreativereuse.org/>

What We Offer

- Fun, creative and collaborative environment working with a team that's passionate about reuse and creativity.
- Training, professional development and opportunities to grow based on your interests and skill sets and ACR's organizational needs.

What You'll Do

Retail team members work primarily in the retail space in our Creative Reuse Center helping customers find and purchase high-quality affordable reuse materials for their next creative project. They help ensure that every visit to our Center is a positive and welcoming experience that will keep our shoppers, donors, volunteers and other visitors coming back and wanting to engage deeper with our community. ACR's Reuse Specialists are friendly, enthusiastic and knowledgeable about ACR and our mission.

Primary Responsibilities (include, but are not limited to):

- Provide courteous, friendly and efficient customer service that includes decisions on pricing in line with ACR's pricing philosophy
- Use sound judgment to efficiently and accurately complete transactions for customers using our Square point of sale (POS) system
- Maintain a clean, safe and shoppable retail space, including well-organized and well-labeled bins with accurate descriptions and pricing
- Accept donations of gently used creative materials
- Share information with customers about current and upcoming ACR events, special programs, material and financial donations and other ways to engage with us
- Understand and be able to effectively communicate our mission and the high level goals for our organization
- Work alongside and engage volunteers so that they feel welcome, productive and valued

What You'll Bring

We are looking for amazing people with diverse backgrounds and a genuine passion for creativity and reuse. We expect our Reuse Specialists to:

- Be outstanding at customer service

- Handle register transactions efficiently and accurately
- Have excellent organizational skills and attention to detail
- Communicate clearly and effectively
- Be flexible and able to juggle multiple tasks while working both both rapidly and efficiently
- Work in a fast paced, physically demanding environment while maintaining a positive team attitude and a safe work environment for co-workers and volunteers
- Ask questions and be proactive to seek out information when needed
- Maintain composure under pressure and navigate workplace interactions with tact and respect

Qualifications:

- Previous customer service or cashier experience
- Basic knowledge of point of sale systems and cash drawer reconciliation
- Basic computer skills, including familiarity with Google Suite
- Must be able to multi-task and to work both rapidly and efficiently
- Commitment to and ability to communicate ACR's mission
- Education: Minimum High School Diploma or equivalent
- Experience working with volunteers a plus
- Ability to speak multiple languages a plus
- Basic knowledge of or experience with creative materials or techniques a plus

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Working Conditions

- Be able to push/pull merchandise with appropriate equipment between different areas of center
- Frequently lift up to 50 lbs
- Push/pull to lift and lower bay door frequently
- Lift, place, and arrange items on shelves and racks
- Bend down and reach above head
- Climb and descend stairs/ladders
- Stand and move around center during an entire shift (other than normal breaks)
- Work around secondhand goods that may contain dust and unknown allergens
- Work in a semi-climate controlled warehouse environment where temperatures/conditions may vary depending upon season

To Apply

Please submit your resume to careers@austincreativeuse.org. We review applications on a rolling basis, so it is to your advantage to apply as soon as possible.

At Austin Creative Reuse, we believe that diversity makes us stronger and challenges us to think differently every day. Austin Creative Reuse provides equal employment opportunities to all on the basis of qualifications, merit and organizational needs. Learn more at <http://austincreativeuse.org/>