



EMPLOYMENT OPPORTUNITY

POSITION: RECEPTIONIST (Temporary Full Time 1 Year Maternity Leave Coverage)	POSTING NO : 2012.0109.01
DEPARTMENT:	Front End
REPORTS TO:	Store Manager
WORK LOCATION:	Dick's Lumber – Burnaby

Dick's Lumber in Burnaby is looking for a team player with a positive attitude and exceptional customer service skills to join our team as a Receptionist. This position will be for approximately one year as coverage for a maternity leave and has the possibility of extension.

ACCOUNTABILITIES:

- Operates the telephone console and promptly receives incoming calls and transfers to the requested party in a pleasant and courteous manner.
- Provides information both in person and via the telephone in response to general inquiries.
- Takes accurate and detail oriented messages and ensures their prompt delivery to the requested party.
- Greets customers entering and exiting the store in a friendly and courteous manner.
- Performs general clerical duties such as filing, stuffing envelopes, distributing mail, photocopying, typing, and placing calls as required.
- Operates the cash terminal to process sales and accept merchandise returns and exchanges as needed and to cover off breaks.
- Performs other job-related duties as required.

QUALIFICATIONS:

- Experience with operating a multi-line switchboard in a fast paced environment.
- Thorough knowledge of the different products carried by each department and the location and availability of staff in those departments in order to transfer calls appropriately.
- Fluent in English (spoken and written) with excellent listening, communication and interpersonal skills with a pleasant phone manner.
- Professional, courteous and punctual with a focus on customer service.
- Experience with operating cash terminals and credit card and debit machines.
- Strong functional mathematical skills and a basic understanding of cash balancing procedures.
- Ability to multi-task, prioritize and work efficiently with minimal supervision.
- Ability to perform at high levels in a fast paced and ever changing work environment.
- Detail oriented with strong organizational skills.
- Must have a positive attitude and be a team player.
- Experience and knowledge in this or a related industry is an asset.

POSTED ON:	2012-01-09
APPLICATION DEADLINE:	2012-01-13

If you are interested in the position, please submit a copy of your resume and cover letter via e-mail to jobs@dickslumber.com quoting posting number 2012-0109-01 in the subject line of the email.

****Internal Applicants: please advise your supervisor that you have applied for this posting**.**