



**Title:** Customer Service Attendant – Yard (part time to full time)

**Location:** currently at 4507-61 Ave Leduc, AB however we will be relocating by year end to 3735-8th Street Nisku, AB

**Hours:** Daytime shifts, Part Time to Full Time - 6:00 am to 2:30 pm (Monday to Friday).

You must be able to work at least 24 hours a week to start with gradual movement to FT when business requires based on the Truss production schedule, which is provided to employees one week in advance.

Evening shift, Full Time - 2:00 pm-12:30 am (Monday to Thursday). \$1 per hour premium for this shift

Training will be provided.

At Star Building Materials, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Operations Manager, as the **Customer Service Attendant** you will assist clients with order pickups and returns and ensure delivery of excellent customer service. You also handle the pre-packaging of customer orders and perform general housekeeping of warehouse and yard area.

Your day-to-day responsibilities will include:

- Assisting customers with product information ensuring delivery of excellent customer service to enhance customer satisfaction.
- Ensuring yard is well maintained and presentable according to established standards, such as product displays, stocking shelves, cleanliness and overall presence of the yard.
- Constructing and assembling heavy racking or store displays when required.
- Prepackaging customer orders for pickup.
- Working safely and complying with Qualico's Safety Program and relevant safety regulations. Reporting any violations and incidents or near miss incidents to management immediately.
- Providing support to other projects or duties as assigned.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

### **Essential Requirements**

- Completion of middle school, must be able read and write and perform basic math.
- Minimum 3 months of customer service experience.
- Ability to operate a forklift and other power tools.

- Satisfactory verification of criminal record check.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.

#### **What We Value**

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current with technical job skills.

#### **Work Conditions**

You primarily work outside. Work has exposure to noise from equipment/machinery and occupational hazards as well as dealing with inclement weather and dust. Overtime may occasionally be required.

#### **About Us**

At Star, we offer an exciting place to build your career. Star Building Materials has a reputation as leading Roof Truss and Engineered Wood specialists within the industry, built on workmanship and innovative approach to design solutions.

With over 40 years of experience operating from a modern 22,000 square foot production facility supplying roof trusses, open web floor trusses and engineered wood products for use on residential, multi-family, commercial and agricultural buildings. To learn more, click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

[Apply Here](#)