

JOB TITLE: Reuse Support Specialist
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.8-1.0 FTE, Hourly Wage, Non-Exempt
BENEFITS: Eligible
REPORTS TO: Reuse Area Coordinator
LAST UPDATED: May 18, 2012



JOB SUMMARY:

A Reuse Support Specialist works in at least two dynamic, workshop-style volunteer areas which both produce refurbished technology and educate volunteers about technology. This position also covers floor shifts in the Thrift Store, Tech Support and Receiving areas of Free Geek as needed. This position is represented by a union, and union membership is mandatory upon hire.

DETAILED RESPONSIBILITIES:

- Train, supervise, coordinate and motivate volunteers.
- Prepare Reuse areas prior to volunteer shifts and stock Reuse areas with needed hardware and components.
- Manage flow of incoming and outgoing items.
- Ensure that quality control protocols are being met.
- Perform data entry.
- Provide excellent customer service.
- Handle cash and credit sales.
- Operate the till, make sales, and close out till at the end of the day.
- Maximize income for Free Geek while not compromising Free Geek's culture or values.
- Perform opening and closing duties of the store.
- Effectively communicate store policies to customers.
- Provide a safe and welcoming retail environment to customers of all abilities/experience.
- Answer customer questions and forward complaints through appropriate channels.
- Maintain systems that Tech Support uses to protect the customer's private information and ensure that computers are tracked and tickets are carried through in a timely fashion.
- Help identify and solve problems with computers produced and/or sold by Free Geek.
- Keep abreast of relevant (and frequent) emails.
- Attend job-related meetings, rotating through facilitator and scribe roles.
- Assist with community pickups (involves heavy lifting).
- Teach basic hardware vocabulary and Free Geek's system evaluation process to PreBuild volunteers as needed.
- Manage flow of item through the hardware donations receiving area.

- Welcome donors and help them unload their hardware donations.
- Tally donations in accordance with all applicable laws and regulations.
- Other duties as assigned.
- Actively participate with other staff in keeping areas in line with Free Geek philosophy and capabilities.
- Communicate with other Free Geek staff and volunteers about the needs of all areas.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic environment.
- Aptitude for directing, instructing and positively influencing the energy level of others.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Fluency in spoken and written English.
- Excellent interpersonal and communication skills.
- Demonstrable self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Three months of customer service or retail experience.
- Aptitude for handling money and operating a cash register.
- Working knowledge of computer hardware and Linux.
- Dedication to Free Geek's mission and Open Source philosophies.
- Must not be afraid to ask questions, but must be able to work without direct supervision on a regular basis.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Demonstrated interest in learning and training opportunities.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Experience using Ubuntu and other Free/Open Source software.
- Demonstrated confidence and competence working with diverse populations.
- Six months of customer service or retail experience.
- Previous experience working or volunteering at Free Geek.