



## **Job Opportunity: Front-Desk Associate (Part-time and Full-time)**

The Atrium is Atlantic Canada's leading furniture and home decor destination, with major tenants including Ashley Homestore, Worldwide Furniture, and Gallery 1 Furniture, amongst other reputable home decor companies. We have immediate openings for **Front-Desk Associates** to join our team.

The Front-Desk Associate is responsible for maintaining the day-to-day operations of administrative activity within the store as well as providing and maintaining superior customer relations.

We have both PT Front-Desk opportunities for those looking to supplement hours of another job or work around school, or FT Front-Desk hours, for those looking for something steady/consistent.

### **Why Work for Us?**

- Competitive starting wage;
- Health and dental benefits (for 25 hours a week and up);
- Generous staff discount at all furniture stores;

### **Duties:**

- Responding promptly to customer inquiries – in phone and in person
- Directing calls through the network
- Providing support to sales staff as needed
- Receiving and issuing customer payment
- Running reports for Store Manager and Customer Care Manager as needed;
- Performing closing procedures;
- Working closely with Customer Care Manager to ensure store service issues are dealt with promptly – following up with customers to schedule parts; scheduling exchange scheduling exchange orders.
- Managing customer expectations regarding delivery and service issues;
- Reviewing order schedule daily to prevent delivery/pick up issues;
- Ensuring financing programs are sold accurately and processing
- Other administrative duties as required.



**Requirements:**

**Skills and Knowledge:**

- Passionate about customer service;
- Strong organizational skills with the ability to multi task and prioritize effectively
- Positive attitude, team-oriented.
- Effective problem-solving skills;
- Excellent attention to detail;
- Strong computer skills – proficiency in Microsoft Office Suite
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**Education and Experience:**

- Previous experience in customer service is preferred;
- High school diploma;

**To Apply:** Please submit resume to: [careers@atriumhome.ca](mailto:careers@atriumhome.ca) with subject line: **Front-Desk**. Please indicate in your application if you are seeking full-time or part-time work.