



Job Description
Customer Service Team Member
Part-Time

Customer Service Team Members are the front-line employees at Sensory Tool House, LLC (STH). These employees interact directly with our customers. It is their duty to listen to customer needs and make merchandise suggestions to support them.

Successful candidates are excited to be a part of a growing business and are flexible to the changing working environment, diverse clientele, and have a growth mindset for continuous learning, embracing challenges and improving.

Ideal Candidate

- Must be at least 18 years old
- Available to work daytime hours during the week and scheduled weekends
- Currently has or can obtain CPR/First Aid certification upon employment
- Pass a background check (see below)

Preferred Job Qualifications

- High School Graduate or GED Equivalent.
- Ability to maintain confidentiality regarding client/customer needs.
- Ability to communicate (with or without support tools) with customers.
- Retail experience.
- Knowledge of sensory and adaptive tools and equipment that support the lifespan.
- Standard of customer care that aligns with STH mission and values.
 - Mission can be found on our website at www.sensorytoolhouse.com
- Experience working with those who are neurodivergent and/or disabled.

Don't meet every single requirement? If you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be the right candidate. Sensory Tool House, LLC is dedicated to building a diverse and inclusive workplace.

Duties

- Respond promptly to customer inquiries and communicate with customers through various channels like email, phone, and in-person.
- Acknowledge and resolve customer complaints per STH policies or by directing the issue to management as appropriate.
- Gain and maintain product knowledge to inform customers of uses for sensory support.
- Assist customers by suggesting items that can support their needs based on the customer's shared information.
- Keep accurate records of customer interactions, transactions, comments, and complaints per company policies.
- Greet customers and clients as they enter and exit the store per store policies.



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- Operate Point of Sale System (cash register).
- Handle Cash and Credit Card transactions.
- Follow company policies and procedures.
- Assist with inventory and merchandising, along with product displays.
- Attend off-site events for community, sales, or sensory room monitoring as assigned.
- Package products for shipping for online orders per policies and procedures.
- Other duties as necessary.

Physical Requirements

- Occasionally lift and carry up to 25lbs and seldom lift up to 50lbs floor to waist
- Stand two hours at a time
- Bend, squat, kneel frequently
- Reach forward and above frequently
- Handle, grasp, fine manipulation frequently

Sensory Tool House, LLC will consider all reasonable accommodations to perform duties as assigned for gainful employment.

Sensory Tool House is an inclusive environment. All are treated with dignity and respect. This requires maintaining a positive, empathetic, person-first, and professional attitude toward customers/clients always.

Background Check

Sensory Tool House conducts background checks as part of the hiring process to ensure the safety and security of our employees and clients. This policy outlines the procedures and guidelines related to background checks for prospective employees.

Review and Decision

The results of background checks will be reviewed in accordance with applicable laws. A criminal record or other adverse findings will not automatically disqualify an applicant. Instead, STH will consider the nature and relevance of the offense, the time that has elapsed, and other factors as permitted by law.

Confidentiality

All information obtained through background checks will be treated as confidential and will only be disclosed to individuals within the company who have a legitimate need to know.

Ways to apply:

- Email a resume to information@sensorytoolhouse.com. Subject: CUSTOMER SERVICE JOB
- Visit STH at 5831 Lacey Blvd. SE, Lacey, 98516 and drop off your resume.
- [Indeed.com](https://www.indeed.com)
- [Worksourcewa.com](https://www.worksourcewa.com)



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Questions:

If you have any questions regarding your application, please contact us at information@sensorytoolhouse.com or call 360-915-9457 and ask for the General Manager

Response Time:

We will respond to your application within 4 days of receiving it by email, unless you have indicated you want to be contacted differently. If you have not received verification after 4 days, please contact us at information@sensorytoolhouse.com or call 360-915-9457 and ask for Amelia McCarry.

Interview Dates:

- Call backs for interviews will begin on May 23rd, 2024.
- Dates for interviews will be the following week.
- We will communicate with you regarding the next steps in your application by email unless you have indicated that you would like to be contacted in a different way.

To learn more about Sensory Tool House, LLC visit www.sensorytoolhouse.com.