

Customer Service Assistant I

About us:

For more than 50 years, Accredited Supports to the Community (ASC), a not-for-profit charitable society, has been providing services across south central Alberta. We serve over 1500 people a year including children, youth, and adults diagnosed with disabilities; families, and seniors Olds, Airdrie, Strathmore and surrounding areas. We believe in honour, dignity and respect!

Position Description:

ASC is seeking a full-time (4 days per week, 10 hours each day) and a part-time Customer Service Assistant to join our Bottle Depot team!

The Customer Service Assistant is responsible for accurately counting and sorting incoming containers, providing friendly and efficient service, and ensuring customers have a positive experience during each visit. This role requires attention to detail, strong communication skills, and the ability to work in a fast-paced, hands-on environment.

Key Responsibilities:

- **Accurate Sorting and Counting** – Sort and count incoming containers with precision, ensuring all items are categorized correctly according to depot standards and recycling regulations. Maintain speed and accuracy while working with high volumes.
- **Customer Service** – Greet customers warmly, answer questions, and provide clear guidance on depot processes. Maintain a positive, respectful, and helpful attitude to ensure every customer has a smooth and efficient experience.
- **Accurate Record Keeping** – Follow established procedures to ensure compliance, accountability, and audit readiness.
- **Warehouse Duties** – Support general warehouse operations, including lifting and moving bags or bins of containers, maintaining a clean and safe work area, and assisting with loading or preparing materials for transport. Follow all safety procedures and contribute to overall depot cleanliness and efficiency.

Education and Requirements:

- High School diploma;
- Ability to provide a Criminal Record Check;
- Reliable transportation to and from the bottle depot;
- Physically fit to handle standing and walking for extended periods of time;
- Must be able to lift up to 50 pounds;
- Must obtain and wear steel toed footwear.

Why Choose Olds Bottle Depot?

- Competitive starting wage range of \$17.00 to \$17.50 based on experience;
- Monday to Friday, or Tuesday through Saturday schedule
- Employer paid Employee Family Assistance Program;
- Employer paid professional development programming and support;
- Opportunities to grow and advance in a rewarding career!

The successful candidate will work in the Olds Bottle Depot, located in Olds, Alberta. Please send your resume and cover letter to hr@accreditedsupports.org. We thank you for your interest.