

Job Title: firstServices Associate

Reports to: firstServices Director Team, fs Products Manager

Job Purpose:

firstServices is one of the student-run businesses operated by Penn Student Agencies. This business provides laundry, dry-cleaning, and water delivery services to Penn students on and off-campus. It is the mission of firstServices to help students save time in their busy schedules by taking care of time-consuming chores and delivering the finished product right to their door! The firstServices Laundry Associate supports the function of this agency by distributing water, drinks, laundry, and dry-cleaning to students at drop-off locations, as well as assisting managers by resolving customer concerns.

Duties & Responsibilities:

- Distribute the products to the students in a professional and competent manner in order to ensure that students are receiving the service correctly and customers are satisfied.
- Maintain organization of the stock room.
- Keep the golf cart for deliveries in excellent condition.
- Handle customer questions and concerns in order to provide efficient and reliable service.
- Fulfill other duties as assigned.

Attendance Requirements:

- Monthly Agency Meetings (1 hour)
- On time to all scheduled shifts
- Minimum 50% of all PSA GBMs (2 of 4 per semester)

Preferred Experience & Skills:

- Strong interpersonal skills, problem solving skills, and dependability are required.
- Must be able to lift 25 pounds.
- Ability to drive/having a US Driver's license is preferred

Acquired Skills

- **Time Management:** Being able to accurately complete pick-ups with a push cart or a golf cart within no more than 2 hours.
- **Attention to Detail:** Associates need to make sure they are going to the correct addresses and picking the correct bags. This can be a bit complicated in the quad which is a very old building and has many different sections.
- **Google Sheets Proficiency:** Our client lists and requests are in a shared google sheet that associates must update and work with in order to complete their deliveries.
- **Physical Endurance:** Laundry and water deliveries are very physically demanding. Overtime associates will acquire strong mental and physical endurance.

Wage: \$9.50-\$11 per hour, depending on experience.

Hours: Minimum 5 hours per week, but very flexible.

- ★ PSA employment for the Spring 2021 Semester will be on a temporary basis pending University operations and the state of the pandemic. Positions will be filled as needed. Offers may be further extended at the discretion of the Executive Director.