

Holston Habitat for Humanity (HHfH)

Job Description: ReStore Associate

Job Summary

Reporting to the ReStore Manager, this person will be involved in all the various areas of the ReStore. The ReStore Associate may be responsible for the pick-up, unloading, receipt, processing, movement, and storage of all donated goods as well as for sales support, volunteer supervision and customer service.

Committed to the mission of the Holston Habitat for Humanity (HHfH) Affiliate to be able to interface successfully with people, operate equipment safely, including the forklift and a 16 foot box truck, ability to lift and move heavy objects and oversee activities by volunteers in his or her assigned area. The position requires availability to work Tuesday through Saturday each week.

Responsibilities

Donation/pickup/drop off center

Perform residential and corporate donation pick-ups as instructed

Represent HHfH for interfacing successfully with people in a polite and courteous manner

Handle merchandise without causing damage to donated materials or donor property

Operate equipment safely and in compliance with HHfH safety procedures

Process inventory

Organize the inventory to continually improve efficiency

Control the movement repair, pricing, and recycling of donated merchandise

Act as the leader for volunteers and ensure they are engaged and feel positive about their ReStore volunteer experience

Customer support/sales

Greet all customers and provide them any necessary assistance in a prompt, courteous manner

Display merchandise in a safe attractive manner

Assist in loading customer purchases

Assist in receiving incoming phone calls

Operate P.O.S. (Point of Sale cash register) system when needed

Performs other duties as assigned

Skills and Qualifications

High school diploma or equivalent

Ability to interact with a variety of people

Attention to detail to be able to properly enter data

Ability to work independently or as part of a team

Ability to exhibit emotional intelligence, patience and flexibility

Minimum 3 years experience in retail sales or other work environment requiring direct and regular interactions with customers or donors.

Knowledge of construction tools and materials preferred

Forklift training and experience preferred

Work Environment and Physical Demands

The work is done both in the ReStore and out in the public. Frequent exposure to the elements throughout every season can be expected.

Must be able to:

Stand or work on concrete floors for prolonged time periods

Bend, lift, grasp, push, and pull materials

Walk and climb on uneven surfaces, ladders, and stairs

Label, sort, and stock. Lift up to 75 lbs.

Security/Background Check

This position requires a background and/or security check, and a valid drivers license.