



Vision: A world where everyone has a decent place to live.

Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

JOB TITLE: ReStore Customer Service Associate

REPORTS TO: Manager/ReStore Director

STATUS: Part Time / non-exempt (hourly)

PRIMARY PURPOSE:

This position is responsible for providing excellent customer service and warehouse support to the operation of the Habitat for Humanity ReStore. The position will have contact with the public when they visit or call the ReStore. The ReStore Associate is responsible for working with other staff and volunteers to manage all aspects of day-to-day retail operations as directed.

ReStore Associates are expected to perform all tasks safely, efficiently, and effectively, and to use polite and respectful communication with staff, volunteers and customers.

Key Responsibilities

- Train volunteers to complete ReStore tasks and support with reviews and follow-up
- Place priced items on the sales floor
- Clean and organize all store and receiving areas, including break and rest rooms, and outdoor areas
- Greet and assist customers in the store, including loading, measuring and answering questions
- Cashier and manage opening and closing of store

Required Knowledge, Skills and Abilities

- Work as a team with staff and volunteers, following the lead and direction of senior staff
- Maintain a clean and organized work environment
- Manage time well, such as timely arrival for shift, reporting hours, taking appropriate breaks, and managing donation flow urgency
- Use tools and equipment, such as a forklift, pallet jacks and dollies to move donations
- Follow and enforce safety requirements with other staff and volunteers
- Master communication tools, such as telephone, email and 2-way radio
- Adapt to a changing work environment; learn new operations skills as program develops
- Dress appropriately, have a neat appearance and wear ReStore logo and nametag
- Be able to communicate all ReStore and Habitat for Humanity policies and goals to the public
- Other duties as assigned, including taking a leadership role as needed

Minimum requirements:

- High school diploma or similar, college education a plus
- Excellent reading, writing, communication and basic math skills
- Must be able to work effectively with minimal supervision
- Working knowledge of the following programs desired: Microsoft Word and Excel
- Retail experience or knowledge of building materials and pricing a plus.

All employees are expected to maintain the attitudes described in the mission statement. Work well with other employees, board members and volunteers to further the goals of the program. This position requires manual lifting in the range of 5 to 60 lbs. Employee may be required to stand a significant portion of all shifts. Applicant must be available to work weekends. Compliance with general company standards is expected.

PHYSICAL DEMANDS

Below refers to the type, amount, and frequency of physical effort typically required to perform the essential functions of this job acceptably

A. The physical effort typically applied in this job includes:

- | | | | |
|--|---|--|---|
| <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Filing |
| <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Pushing | <input type="checkbox"/> Shoveling | <input checked="" type="checkbox"/> Keying/typing |
| <input type="checkbox"/> Manipulating | <input type="checkbox"/> Other (specify) | | |

B. The amount of effort typically applied and the frequency of application:

Note: Applicants must be able to meet the effort indicated in 'Frequency of Application' box.

Amount of Effort Applied	Frequency of Application		
	Seldom	Occasionally	Frequently
Less than 1 lb.			X
Between 1 & 5 lbs.			X
Between 5 & 25 lbs.			X
Between 25 & 60 lbs.		X	
More than 60 lbs.		X	

C. The effort reflected in the above chart is typically applied in the following work positions:

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Bending | <input checked="" type="checkbox"/> Walking |
| <input checked="" type="checkbox"/> Stooping | <input type="checkbox"/> Confined | <input type="checkbox"/> Other (specify) | |

WORKING CONDITIONS

Kinds of disagreeable elements typically exposed to in the work area include:

- | | | | |
|--|--|--|---|
| <input checked="" type="checkbox"/> Dust | <input checked="" type="checkbox"/> Dirt | <input checked="" type="checkbox"/> Heat | <input type="checkbox"/> Vibration |
| <input type="checkbox"/> Fumes | <input type="checkbox"/> Noise | <input checked="" type="checkbox"/> Cold | <input checked="" type="checkbox"/> Water |
| <input type="checkbox"/> Other (specify) | | | |

NOTE: This job description is intended as a guideline only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be constructed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause.

<i>Immediate Supervisor</i>	<i>Date</i>	<i>Employee</i>	<i>Date</i>
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1/12/2017