



Position Title: ReStore Associate

Reports Directly To: ReStore Manager

Date of Job Description: August 2017

ReStore Location: Plainfield

Description: This is primarily a material handling position, responsible for the pick-up and/or unloading of merchandise from donors, safely loading and securing the merchandise in the ReStore truck, returning to the ReStore and unloading the merchandise. The individual must also be capable of driving the truck. Pickup teams will consist of two associates. Occasionally, the position will be supporting both Restore locations.

The ReStores' sell new and used building materials, furniture, appliances, cabinets, flooring, tools and other home improvement related items. All proceeds from the sale of donated merchandise support the mission of Habitat for Humanity of Eastern Connecticut.

Associate will be familiarized with the policies, procedures, and goals of Habitat ReStore and will learn about Habitat for Humanity's mission of building simple, decent, affordable housing.

Employee Status: Part-Time, \$11.43 an hour, managed time off pay,
**Saturdays, and weekdays, 7- 8 hours per day, 3 days per week
(21 hours)**

Responsibilities:

1. General Duties

- Load and unload all donated materials
 - Screen for product usability.
 - Communicating with ReStore Manager regarding incoming donations.
 - Occasionally supervising volunteers, making their experience meaningful.
 - Drive HFHECT vehicles to pick-up in private homes and commercial businesses and deliver donated goods to the ReStore.
 - Maintain an effective working relationship with Habitat for Humanity staff, volunteers, homeowners, donors, and ReStore customers. Provide donors with polite and courteous customer service.
 - Operate forklift and other power tools as necessary.
 - Daily cleaning and straightening of ReStore trucks, donation drop off area, warehouse area, helping to keep it neat and clean.
 - Screen for product usability when donors call or bring in donations.
 - Customer Service; assist store customers and answers questions providing good customer service. Handle cash, operate a cash register, and make change. Answer
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telephone and provide ReStore information, directions, meeting the caller's needs using the ReStore phone policy.

2. Customer Service Job responsibilities include:

- **Customer service/Volunteer resource.**

Job will include answering questions, providing supervision of volunteers and customers, assisting with merchandise, clarifying policies, resolving disputes, answering phone, greeting customers.

- **Merchandising**

Assist staff and volunteers to prepare appropriate space for incoming items.
Facilitating the logical and attractive display of merchandise.

- **Cashier assistance**

Cashier as needed, bagging, facilitating checkout.

- **Volunteer assistance**

Add jobs to daily list
Supervise and facilitate utilization of volunteers.
Help volunteers sign up for work, check-in/out on computer if necessary.

- **Routine cleaning –**

Assist with overall store cleanliness.

- **Office assistance**

Make in-store promotional signs, price tags, etc. as needed

- **Safety**

- Keep an eye out for potential safety hazards and eliminate them or bring them to the attention of someone who can.
- Look out for the safety of other paid and volunteer staff.

3. Other Duties as Assigned by the ReStore Manager

4. Required Skills / Experience

- Knowledge and experience in retail sales a plus.
 - Team building a real plus.
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- Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problem solving and must be able to work independently
- Must be a good listener and be able to engage in well-considered discussions.
- Must have good anticipatory abilities and personally act on same as need arises.
- Must be willing to understand the big picture of the HFHECT mission and know that ReStore is only a part of the larger goal.
- Must pass Criminal Background Check and Sexual Offender Check.
- Work is performed in a retail/warehouse environment as well as in private homes and commercial businesses of donors.
- Ability to lift 75 pounds.
- Ability to spend majority of the day standing or moving about ReStore and donors homes and businesses. Work may require climbing ladders, considerable standing, bending, kneeling, and reaching in awkward and tiring positions.
- Ability to operate a cash register, office equipment and accurately make change.
- High school diploma or equivalent.
- Minimum of six months work experience.
- Must have a drivers license and maintain a good driving record
- Must have reliable transportation to and from the ReStore
- Flexibility in schedule, and weekend availability, as the schedule may change from time to time and will require work on the weekends.
- Ability to handle and defuse challenging situations with tact.

Habitat for Humanity of Eastern Connecticut is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability. This job description is a summary of expected duties for informational purposes only, and does not create an implicit or explicit contract.
