

Habitat for Humanity of Lee & Hendry Counties Position Description

Position Title: ReStore Associate	Non-Exempt <u> X </u> Exempt _____
Team: ReStore	Revision Date: 12-2019
Supervisor Title: ReStore Manger	Approved By Tammy Moran, VP ReStore

Summary

The ReStore Associate is responsible for assisting the Store Manager, and other employees in the daily operations of the retail store. Under general supervision, ReStore Associates work in a retail/warehouse environment loading and unloading items from vehicles, providing outstanding customer service, receiving and pricing items for sale, operating a cash register, organizing and cleaning the store, and training and supervising individual and group volunteers from diverse backgrounds and age groups.

Essential Functions

- Work with others to organize and maintain store safety and cleanliness.
- Assist with the unloading of merchandise from vehicles. Assist with the carrying large sold items and loading into customer's vehicle.
- Personally, provide customers and donors with courteous and prompt service at all times. Identify and respond actively and with sensitivity to the needs of all customers. Relay any customer concern (with regard to service, pricing, and/or quality of merchandise) to Store Manager.
- Accurately price merchandise for sale in the ReStore. Interpret and apply pricing procedures and accurately price items. Research prices on the Internet for new and unique items and provide information to ReStore management to price merchandise.
- Maintain a working knowledge of existing and new products in the store, including location and pricing.
- Maintain an awareness of current advertisements and promotions.
- Accurately and efficiently operate cash register, including charging customers the correct price for merchandise and following cash register transaction and closing procedures. ReStore Associates must maintain a high level of awareness and accuracy when handling bankable tenders. Safeguard confidential information, cash and credit card information, and merchandise.
- Interpret and follow policies and procedures for Habitat for Humanity and the ReStore.
- Coordinate and cooperate with other volunteers, staff, and community service people making the experience pleasant and meaningful.
- Demonstrate a commitment to the quality improvement process and the philosophy of continuous improvement in the ReStore.
- Participate as a team player in all phases of the ReStore.
- Perform other duties and tasks as needed.

Competencies

Commitment to Habitat's mission. Provide outstanding customer service to donors, volunteers and customers. Ability to relate to people with diverse backgrounds. Effective written and verbal communication skills. Attention to detail. Self-starter with ability to work both independently and with other staff and volunteers.

Work Environment

The work environment characteristics described here are representative of those an associate may encounter while performing the essential functions of this job in a retail store. This role routinely is exposed to general office as well as warehouse may be exposed to outdoor weather inclement weather.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. While performing the duties of this job, the associate performs the following activities: standing; ability to bend, climb in and out of truck; continuous walking; exposure to heat, wind, and rain; driving box trucks and operating warehouse equipment; ability to move up to and lift to 75 pounds or more.

Position Type/Expected Hours of Work

This is a full-time hourly position. The typical workweek is Monday – Saturday with a day off during the week. The day off will change on a weekly basis. The ReStore locations are closed on Sunday. Must be able to work a flexible schedule.

Education, Experience and Attributes

- Valid driver's license required.
- High school diploma or equivalent.
- Customer service experience – 1 year preferred.
- Retail experience – 1 year preferred.
- Neat and clean professional appearance.
- Ability to successfully pass a background check and drug screen
- Ability to adapt to changing situations while maintaining a positive attitude
- Attention to detail
- Excellent customer service skills

Other Duties

Please note this position description is designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the associate for this job. Duties, responsibilities and activities may change at any time with or without notice.

Habitat for Humanity of Lee & Hendry Counties is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

Employee Signature _____ **Date** _____