

Manhattan Area Habitat for Humanity Job Description

Job Title: Habitat ReStore Associate

Reports to: Habitat ReStore Manager

Description: The Habitat ReStore Staff is responsible for daily management of the warehouse, building materials and retail operation for the direct support of Habitat ReStore goals and mission

Employee Status: Part-Time

The Habitat ReStore is a unique retail environment that sells new and used donated building supplies, home improvement merchandise and furniture to the public. The Habitat ReStore Associate is responsible for assisting the Store Manager and other employees in the daily operations of the retail store. 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. This is an exceptional opportunity for a hardworking, positive-minded individual who wants to apply his/her skills to raise revenues to support a successful non-profit organization.

Habitat ReStore Associate Essential Duties & Responsibilities (other duties may be assigned):

- 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 or Director.
- Assist customers with purchases, product questions, donation drop-offs and loading customer purchases. Must be able to handle multiple customers at once.
- Accurately price merchandise for sale in the Habitat ReStore. Interpret and apply pricing procedures and accurately price items
- 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. 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 Manhattan Area Habitat for Humanity and the Habitat 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 Habitat ReStore.
- Participate as a team player in all phases of the Habitat ReStore.
- Perform other duties and tasks as needed.

Training (Provided)

- Online Habitat for Humanity ReStore training
- Online Lockton Affinity Safety Training
- Periodic Safety Briefings/Workshops
- CPR/First Aid Training
- Cash Register/Equipment Operation Training

Required Skills and Experience

- High School Diploma or equivalent.
- Must be able to lift up to 50 pounds frequently and up to 75 pounds occasionally.
- Must be able to stand continuously, and squat, bend, and climb in/out of truck frequently.
- Basic computer skills, including spreadsheets, word processing and email.
- Must be able to work in varying weather conditions (such as, heat, cold, rain, snow).
- Ability to apply basic mathematical concepts such as adding, subtracting, multiplying, dividing and knowledge of weights and measures.
- Ability to read and interpret written instructions and procedures.
- Understand and respond appropriately to customer and employee inquiries.
- Read, write and communicate using English language sufficient to perform job functions.
- Able to wear all necessary personal protective equipment to perform job functions.
- Flexibility on work schedule, to include working weekends (Tuesday through Saturday).
- Valid driver's license, with a clean driving record.
- Previous work experience, retail and/or construction/home improvement materials experience a plus.
- Ability to relate to a diverse population and to motivate volunteers
- A "customer first" mindset
- Solid application of interpersonal and communications skills, internally and externally, with groups and individuals.