

## Habitat for Humanity Vail Valley

**Job Description:** ReStore Donations Ambassador/Driver

**Job Status:** Full-time, hourly non-exempt (35-40 hours per week)

**Reports to:** ReStore Manager

**Overall Responsibilities:** The ReStore Donations Ambassador/Driver is a full-time member of the Habitat ReStore team whose responsibilities focus on supporting the ReStore team with the physical flow of donations, maintenance of equipment, assisting with sales and store operations, working with volunteers, and providing a safe, clean shopping experience for customers.

### Donations Pick up Service

- Work directly with Procurement Manager regarding timing, space, and number of trucks needed for each day.
- Safely drive truck to pick up locations around the valley, maintaining pick up schedule as best as possible, and communicating delays to Procurement Manager in a timely manner.
- Load and unload all donated materials.
- Act as Habitat Ambassador to all donor's, providing information to any interested donors regarding Habitat events, home building, and other opportunities to support Habitat.
- Work collaboratively with other team members and lead volunteers, and community service persons in a positive, safe, and educational manner.
- Collaborate with team to coordinate large donation pick-ups and maintain an organized, professional, and careful plan for each donation.
- Report daily to the Procurement Manager regarding missed, changed, or items not accepted.
- Capture key contact information and future opportunities for donations.
- Handle donors and donor representative conflicts in a professional manner. Report any concerns to the ReStore Manager.
- Keep trucks clean, organized, fueled, and always ready with all needed moving materials, tools, and safety equipment.

### In Store Assistance

- Clean and maintain orderliness of loading dock, making space for incoming donations
- Price inventory and move items to sales floor
- Move or dispose of stale and dead inventory as directed by ReStore Manager
- Operate forklift to assist with moving inventory
- Maintain ReStore equipment, such as forklift, dollies, ladders, etc. and make repairs or service requests as needed.
- Maintain cleanliness of ReStore sales floor and outside grounds.
- Assist customers with walk -n donations.
- Utilize volunteers with any and all of the above tasks as much as possible, providing training as needed.

### Customer Service & Sales

- Provide a positive shopping and volunteering experience for customers and volunteers.
- Interact with customers and volunteers in a friendly, helpful manner.

- Know all sales policies and explain them clearly (pricing, holds, returns, etc.)
- Treat every customer the same regarding pricing, sales, etc.
- Utilize Manager for any customer complaints.
- Open and close store when needed.

**Minimum Qualifications:**

- Must be at least 21 years old.
- Must pass Criminal Background Check and Sexual Offender Check.
- Must have a valid driver's license and at least 1 year of driving experience.
- Must maintain a good driving record while employed.
- Driving record must not contain any class A violations in the last 5 years, no more than 3 moving violations within the last 3 years, or any suspensions or revocations in the last 3 years.
- Ability to lift and carry 75 pounds repetitively.
- Ability to safely drive box truck and forklift.
- Ability to spend majority of the day standing or moving about ReStore or donor locations. Work may require climbing ladders and stairs, considerable standing, bending, kneeling, and reaching.
- Ability to operate a cash register, office equipment and accurately make change.

**Desired Skills and Experience:**

- High school diploma or equivalent.
- Minimum of six month's work experience.
- Strong ability to listen, anticipate, and make sound judgements.
- Intrinsically motivated.
- Excellent customer service skills.
- Commitment to the big picture of the HFH mission and understanding that the ReStore is a part of a larger goal.