

Habitat for Humanity Vail Valley

Job Description: ReStore Donations Assistant

Job Status: Part-time/seasonal, hourly non-exempt

Reports to: ReStore Manager

Overall Responsibilities: The ReStore Donations Assistant is a part-time or seasonal member of the Habitat ReStore team whose responsibilities focus on supporting the ReStore team with the physical flow of donations, assisting with sales and store operations, working with volunteers, and providing a safe, clean shopping experience for customers.

Donations Pick up Service

- Safely load and unload all donated materials.
- Work collaboratively with other team members and lead volunteers, and community service persons in a positive, safe, and educational manner.
- Handle donors and donor representative conflicts in a professional manner. Report any concerns to the ReStore Manager.
- Train volunteers as needed for safe handling of donations.
- 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.

In Store Assistance

- Clean and maintain orderliness of loading dock, making space for incoming donations
- Move or dispose of stale and dead inventory as directed by ReStore Manager
- Maintain cleanliness of ReStore sales floor and outside grounds.
- Screen and accept or decline walk in 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.
- 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.

Minimum Qualifications:

- Must be at least 18 years old.
- Must pass Criminal Background Check and Sexual Offender Check.
- Ability to lift and carry 75 pounds repetitively.
- 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.