**ReStore Associate**

**Job Description**

Summary:

Reporting to the ReStore Manager, the ReStore Associate (RA) will assist with day to day operations of the store front end, sales floor, and receiving and processing of donations in the back room. The RA will be expected to leverage available volunteers to accomplish daily tasks in an efficient manner.  In addition, the RA will be responsible for store projects that will be assigned to her/him as needed within the store and must provide excellent customer service to donors in the back, customers on the sales floor, customers at the front end (register), and to regular volunteers as well as CS members.

This is a Full Time Non-Exempt position requiring flexibility to work evening and weekend hours as needed. The RA will likely spend on average at least five days per week, Monday – Saturday (40 hour work week with 8 hours days).

ESSENTIAL FUNCTIONS:

* Ensure donation area is neat, clean, orderly and product is cleaned, priced, and moved properly in order to facilitate an enjoyable and easy shopping experience
* Evaluate condition/price of incoming merchandise (including furniture, cabinets, and lawn equipment) to ensure it is sellable and consistent with ReStore product acceptance standards
* Ensure volunteers complete daily tasks in timely and safe manner
* Providing excellent customer service to customers and donors of the ReStore
* Operate the cash register
* Promote the mission, vision and values of HFHWC
* Work closely with ReStore Manager to determine individual projects that may be necessary for store improvements (these can include activities such as building new display equipment)
* To learn about HFHWC and the ReStore, and be able to communicate our mission and purpose to volunteers and customers.

Knowledge, Skills and Abilities:

* A strong belief in the organization’s mission, goals and accomplishments
* Ability to communicate clearly and concisely both internally and externally
* Excellent customer service etiquette and attitude
* Energized in an atmosphere that fosters sharing new ideas and initiatives
* Ability to have grace and humor under pressure
* Strong organizational skills will be required.
* Ability to independently prioritize tasks in a fast-paced and dynamic environment is essential.
* Ability to manage volunteers and keep them engaged with those tasks.

SUPERVISORY CONTROLS:

The RA works in coordination with the ReStore Manager, and is responsible for managing volunteers and CS members within the ReStore. Formal reviews are held annually by the ReStore Manager.

GUIDELINES:

Employee will be guided by Habitat’s mission principles and Habitat Wake’s strategic plan and departmental goals.

COMPLEXITY:

Responsibilities involve a variety of interrelated tasks. Procedures vary based upon management requirements. The RA will need to be able to work with different staff members (volunteers, CS members, visitors, etc…) within the ReStore organization to fulfill varying roles.

SCOPE AND EFFECT:

Errors in work performance may result in delays in recovery of costs or even loss of revenue and may cause serious operational disruptions.

CONTACTS:

Individual has frequent contact with other HFHWC staff, clients, stakeholders, vendors, donors, City of Raleigh community service work program, customers, external private/public entities, and government agencies for the exchange of information and to solve problems and discover opportunities.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to be on their feet for long periods of time (8 hr days, 5 days/week). The employee frequently is required to stand, walk, bend, stoop, kneel, carry, as well as pulling and reaching to obtain stock and/or acquire merchandise for sale. Position requires the ability to frequently lift products/supplies, up to 50 lbs.

WORK ENVIRONMENT:

This job operates primarily in a retail/warehouse environment and can require operating equipment such as a forklift, power tools, hand tools, ladders, price guns, pallet jacks and other material handling equipment. Occasionally works in outside conditions that can include heat, humidity, and high noise levels.

SUPERVISORY RESPONSIBILITIES

Will work with ReStore volunteers and CS members to ensure that day to day operational duties are completed.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

* No degree is required, but experience working in customer service, retail, reuse and/or trades is preferred
* Excellent communication skills with a strong passion for the organization’s mission;
* Self-motivated with the ability to work independently and as part of a team and with great energy and persistence. Experience working with diverse constituencies;
* Proven organizational skills including the ability to manage multiple tasks and projects simultaneously and produce high quality results quickly and on time;
* Critical thinking, problem solving, accuracy and attention to detail;
* Regular attendance is required; and
* Available to work weekends and evenings.

NOTE:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR IMAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.

**EMPLOYEE ACKNOWLEDGEMENT**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Acknowledge Review of this Job Description.

 (Employee’s Name – PRINT Name)

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

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Employee’s Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature