

RESTORE ASSOCIATE JOB DESCRIPTION HABITAT FOR HUMANITY OF GRAYSON COUNTY, TEXAS

RESTORE MISSION: The ReStore is a non-profit business specializing in the resale of new and gently used building materials and home improvement items to the public. Our Mission is to:

- Provide additional funding to our affiliate in order to serve more families in our community.
- Serve a broader base of the low-income community by providing low-cost building materials.
- Provide good stewardship of sustainable resources in the community, preventing tons of material from overwhelming local landfills.

Proceeds from the sale of donated items at the ReStore directly benefit Habitat for Humanity of Grayson County's efforts to build, rehab and repair homes in partnership with low to moderate income families in Grayson County. 10% of our proceeds will be tithed to assist international Partner Families.

REPORTS TO: Habitat ReStore Manager

DIRECT REPORTS: Volunteers

DUTIES:

- Create excellent customer service interactions with all donors, shoppers, and volunteers.
- Be a helpful and knowledgeable Ambassador to all donors, shoppers, and volunteers of the ministry and operation of Habitat for Humanity of Grayson County and Habitat for Humanity International.
- Complete ongoing training assigned by the ReStore Manager to be able to explain how the ReStore proceeds impact Grayson County and partner families internationally.
- Encourage interested persons to apply to become a Partner Family.
- Project a cheerful, helpful, positive attitude at all times to all donors, shoppers, volunteers & staff.
- Practice all safety guidelines and correct any unsafe environments in the ReStore or parking lot.
- Walk through the ReStore at least twice an hour to clean & organize it & re-stock items as needed.
- Complete any tasks specifically assigned by the ReStore Manager.
- Learn and be able to run the Point of Sale system in order to check out customers' purchases.
- Assist with unloading, sorting, and cleaning new dropped off or picked up donations.
- Monitor our security cameras and notify the ReStore Manager or Assistant Manager of concerns.
- Answer the ReStore phone promptly and resolve callers' questions. If call is to request a donation pick up, record all information necessary to complete the ReStore's Donation Pickup Request Form.
- Keep precise and current records of hours worked and report them to ReStore Manager as directed.
- Keep precise and current records of donations received, both material and financial.
- Wear clean ReStore t-shirt, nametag, closed-toed shoes and long or Capri pants during work hours.

ReStore Assistant Manager Job Description Habitat for Humanity of Grayson County, Texas

Purpose: Seeking to put God's love into action, Habitat for Humanity of Grayson County (HfHGC) brings people together to build homes, community and hope. The ReStore Assistant Manager supports this mission through the generation of revenue by selling donated building materials, appliances, and furniture at discounted prices at our ReStore in Sherman, Texas. Ideal candidate is dedicated to and able to articulate the mission and core values of HfHGC.

Responsibilities

Operational: Assist ReStore Manager to

- Develop and maintain positive, ongoing relationships with material donors, customers, staff, volunteers, Habitat homeowners, community service organizations, local media, churches and the public.
- Promote and maintain efficient and effective daily operations and customer service procedures.
- Ensure proper maintenance of facility, equipment, vehicles, and inventory.
- Solicit donations from businesses, individuals, and trade associations.
- Pick up and receive donated materials, provide donation receipts, inspect, clean and price items.
- Ensure compliance with all financial reporting practices.
- Promote safety in all settings, ensure that any accidents are responded to and reported immediately.
- Track sales data to adjust sales and procurement strategies to meet customer demand.

Reporting and Communications: Assist ReStore Manager to

- Maintain up-to-date records of all transactions and donor contacts.
- Update HfHGC ReStore website and facebook page, respond to all queries.
- Plan and implement ongoing advertising and promotional activities.
- Update Mission Wall and Donor/Volunteer Appreciation Wall

Supervision and Support:

- Report to ReStore Manager. Ensure Manager is informed on a regular basis of progress and challenges.
- Train, schedule and supervise staff and volunteers to provide outstanding donor/customer experience.
- Attend and participate in ongoing ReStore-related training opportunities, including overnight conferences.
- Constantly coach staff & volunteers, precisely track all volunteer hours.
- Other duties as assigned.

Requirements

Excellent communication skills including public speaking; strong problem-solving skills, ability to multi-task in a fast-paced team environment; detail oriented, decisive, able to work independently enthusiastic.

Physical demands: Must be able to safely lift up to 50 pounds and climb into and out of donation truck. Will experience frequent bending, squatting, lifting and repetitive motion, as well as walking, standing and working on a computer for long periods of time.

Education and licensing: High school degree or equivalent, higher education preferred. Minimum 5 years work experience, with at least two years in retail sales management. Proficiency with computers, point of sale machines, software for financial reports. Valid drivers' license with a good driving record.

Employment Status: Full time salaried position of 40 hours per week. Competitive pay and benefits package. Compensation is dependent on experience. Background check, motor vehicle record and drug screening required.