

About the ReStore:

The ReStore is a retail business selling donated building materials, furniture, and appliances at discounted prices to generate revenue to support Habitat for Humanity of Douglas County in its mission to build homes, communities, and hope.

Store hours: Wed – Sat 9am to 5pm; Donation drop-off: Mon – Sat 10am to 4pm

Position Summary:

The ReStore Associate position is responsible for assisting customers, donors, and volunteers by providing excellent customer service with every interaction. This position will conduct sales and assist with merchandising in the ReStore.

Reports to: ReStore Manager and ReStore Assistant Manager

Position Type: Part Time, up to 20 hours per week, including some required Saturdays.

Key Responsibilities

Customer Service to donors, customers & volunteers:

- Promptly acknowledge and assist donors.
- Communicate donation guidelines.
- Accept or tactfully decline donations while still maintaining good relations.
- Unload donations from donor vehicles and assist in loading purchases, such as cabinets and appliances.
- Thank donors and communicate Habitat's mission.
- Answer donor questions over the phone.
- Welcome, engage and assist customers.
- Operate the point-of-sale system and process cash, check and credit card transactions, following established procedures for each type of sale.
- Restock and organize shelves.
- Lead and supervise volunteers to complete projects.
- Assist in planning volunteer projects.
- Unload and clean donations alongside volunteers in the receiving area.
- Lead volunteers in pricing donations to ensure price consistency.
- Operate material handling equipment including hand trucks, pallet jacks and dollies to complete tasks. Proper training and instructions will be provided.

Ensure ReStore Safety:

- Assist in developing warehouse safety standards; communicate and train volunteers in these practices.
- Conduct volunteer safety training and ensure that volunteers are working in a safe manner.
- Help maintain the cleanliness and safety of the ReStore.
- Maintain loading areas in a clean, efficient, and workable condition.
- Serve as a backup donation pick-up assistant or driver.
- Ride along with the driver to pick up donations if there is no volunteer to assist.

Knowledge, Skills, and Abilities

- Must be a team player.
- Excellent customer service skills, friendly and outgoing personality.
- Dependable, motivated, and good problem-solving skills.
- Strong work ethic.
- Leadership experience - sports, volunteerism, club leaders, etc.
- Experience leading volunteers.
- Experience operating forklifts and pallet jacks.
- Ability to work in a fast-paced, open, team-oriented environment.
- Valid driver's license, and proof of a clean driving record and DOT physical.

Work Environment/Physical Demands:

This position is physically demanding. Must be able to stand, squat, bend and climb in and out of a truck. Must be able to lift 30-75 pounds. Must be able to stand for extended periods of time. Must be able to work in a building that is not climate controlled.

Compensation:

The hourly range for this position is \$14.00-\$16.00 dependent on qualifications and experience.

To Apply:

Please submit a completed application to careers@hfhdouglascounty.org. Applications will be accepted until the position is filled.

All candidates must complete and pass a background check prior to employment. Habitat for Humanity is an Equal Opportunity Employer.



Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email _____

Date Available: _____ Desired Wage: _____

Position Applied for: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a felony? YES NO

If yes, explain: _____

Education

High School: _____ Location: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Location: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Location: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ **Date:** _____

HFH of Douglas County, Minnesota, Inc. is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.