



Job Description

Position Title: ReStore Associate

Team: ReStore

Supervisor Title: ReStore Manager

FLSA Status: Exempt

Date:

Non-Exempt

General Position Summary:

A ReStore Associate helps process donations, load and unload items, and assist customers as needed. Tasks include cleaning, pricing, stocking, and rearranging items, in addition to providing friendly customer service at all times. Works to ensure that customers and donors have a positive experience at the ReStore; this includes providing friendly customer service, assisting in loading purchases and unloading donations, operating the cash register, cleaning/organizing/arranging displays, and pricing items.

Core Responsibilities:

List major actions performed in the job. Describes what occurs and the reason the action is taken. Regular and predictable attendance is a required function of this position.

1. Build and maintain positive relationships with customers by providing high-quality customer service
2. Answer customer questions regarding the ReStore in general and specific items
3. Ensure that all areas of the store/warehouse are safe, clean, and organized
4. Guard against theft and unsafe practices (clutter, tripping hazards, falling objects, etc.)
5. Operate cash register to ring up customers
6. Assist with the receiving of inventory
7. Assist Customers with purchases – lifting, carrying and loading
8. Move materials from warehouse to store floor
9. Evaluate condition/acceptability of incoming donations
10. Price materials to be sold
11. Display merchandise in a way that maximizes sales
12. Supervise volunteers as assigned

Requirements:

Describes the minimum education and experience, certifications, licenses, physical demands, working conditions and skill sets needed to perform the job

- High school diploma/GED required
- Great track record of providing excellent customer service
- Willingness to work with volunteers
- Knowledge of tools required
- Excellent communication skills
- Effective organizational skills
- Desire to work with diverse staff and customer base
- Committed to GDMHFH mission and environmental stewardship
- Able to lift up to 50 lbs.
- All applicants need to pass criminal background check
- Demonstrates the ability to use commonly-used concepts, practices and procedures within the field.
- Must meet or exceed the ability to demonstrate the 5 core and common competencies outlined below.
- Convey clear, concise information to others, using verbal or other appropriate communication techniques.
- Complete formal training plan and assignments as required.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.

Job Competencies *(Please list at least one and up to three additional that are specific to the department(s) in which an individual serves):*

- Demonstrate commitment to Greater Des Moines Habitat for Humanity’s Mission and Core Values of:
 1. Faith and Integrity
 2. Safety
 3. Quality
 4. Compassionate and Motivated Workforce
 5. Empowerment
- Demonstrate commitment to ReStore’s Value Propositions of:
 1. Excellence- Achieving exceptional and reliable performance
 2. Partnering – Working together to achieve productive and satisfying goals we can’t accomplish alone
 3. Utilizing – Seeking – Developing Best Practices

Normal Work Environment (Check best description):

Office	Outdoors	Retail	
<input type="checkbox"/>	<input type="checkbox"/>	C	Continuous (67-100% of workday)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequent (34-66% of workday)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Occasional (1-33% of workday)

Physical Requirements:

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

(Indicate C, F, or O in front of each below)

- | | |
|--|--|
| <input type="radio"/> Sitting | <input type="radio"/> Standing |
| <input type="radio"/> Bending | <input type="radio"/> Twisting |
| <input type="radio"/> Stooping | <input type="radio"/> Reaching above Shoulder |
| <input type="radio"/> Kneeling | <input type="radio"/> Reaching below Shoulder |
| <input type="radio"/> Crawling | <input type="radio"/> Working at Low Position |
| <input type="radio"/> Climbing Stairs | <input type="radio"/> Pushing/Pulling |
| <input type="radio"/> Climbing Ladders | <input type="radio"/> Working on Elevated Surfaces |
| <input type="radio"/> Driving | <input type="radio"/> Walking |
| <input type="radio"/> Working on uneven surfaces | |

Weight Lifting/Carrying:

- Sedentary (0-10 lbs.)
- Light (11-25 lbs.)
- Medium (26-50 lbs.)
- Heavy (51-74 lbs.)
- Very Heavy (75-100 lbs.)

Dexterity:

- Eye/Hand Coordination
- Feet (foot pedals)
- Fingering (picking, pinching, etc.)
- Handling (holding, grasping, etc.)
- Wrist Motion (repetitive flexion/rotation)

Hearing: X Yes No

If yes, explain the reason hearing is necessary:

Hearing is necessary to perform the job as the ability to communicate verbally is essential to working with internal and external customers.

Visual Acuity Distance: (Example - clarity of vision at 20 inches or less):

Clarity of vision at 24 inches or less necessary to view computer monitor and read reports.

Equipment/Supplies/Tools

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone
- General Office Supplies
- Using Hand tools
- Operating power tools
- Hand trucks
- Forklift

Note: Attach copy of Mission Statement and Core Values to each role description