

ReStore Sales & Donation Procurement Associate Job Description

Position/Title ReStore Sales & Donation Procurement Associate	Reports To (primary): Restore Manager, Executive Director Reports To (secondary):	Salary Range/Grade Level Non-Exempt
Principal Objective of Position: To support the Restore Manager in daily operational duties.	<p><i>This job description indicates the general level and nature of work expected of the incumbent. It is not a comprehensive list of specific duties or activities associated with the position. All associates must be able to complete all job functions of driver and ReStore support, be in good physical condition, be able to stand for long periods of time and able to lift and move heavy furniture and large appliances on own, and using dollies and push carts, receiving assistance when necessary. Associates must have reliable transportation, a valid driver's license and ability to qualify to be on Habitat's auto insurance policy – and maintain a safe driving record and ability to remain on Habitat's insurance policy without negatively affecting Habitat's premium. Associates also must be able to work independently and follow instructions without constant/direct supervision. The associate may be asked to perform other duties as assigned.</i></p>	
Principal Areas of Responsibility	<p>Driver Duties. Under the direction of the ReStore Manager & Lead Warehouse/Donation Procurement Associate, coordinate efficient driving route, time, and mileage for Restore donations. Determine pick ups that require additional support and recruit/ train volunteers or colleagues as needed. Receive as many pick ups as scheduled by Restore management . Reduce waste and fees by refusing unsellable donations from donors with poise and courtesy.</p> <p>Assist in monitoring maintenance of the Restore trucks to include oil changes, tire rotations, brakes and provide feedback to management on any other engine issues that need repair. Inform Manager immediately of needed repairs.</p> <p>Customer Service. Provide excellent positive service to all customers on pickups, in store and through telephone communications. Provide assistance to customers throughout the store with both purchases and selection. This includes assisting in donation pick-ups, assisting in finding merchandise, loading bulky merchandise and general stocking of the store.</p> <p>Store Support. Assist in the store when not out on pick-ups. This is done by providing assistance to customers and fellow workers alike. Work in areas of the store as designated by management. Assist in aiding customers load/unload large items. Keep the back area (outside & stock room) clean and clear. Run the cash register when called upon.</p> <p>Work Environment. Maintain a positive work environment with colleagues and positive communication at all times. Be involved with the Restore team through constant communication, positive attitude and the willingness to help others. Meet with Restore staff when meetings are coordinated and all staff members monthly to ensure communications are strong and obstacles are addressed. 100% ethical fulfillment of personnel documentation & all duties. Assist in special events when asked.</p> <p>Volunteer Management. Distribute tasks, supervise, and manage performance of volunteers (civic or court-ordered) and homeowners-in-progress. Assure that volunteers have ample tasks that can be matched with skills, history, and willingness. Volunteer productivity is the responsibility of the assigned Restore Associate. Address issues of noncompliance to Operations Manager at first occurrence of issue or grievance.</p> <p>Operations & Safety. Complete <i>daily</i> job list to ensure all areas of store & surrounding property are clean and well maintained. All associates are to assist</p>	

	<p>in cleaning and maintaining key areas of the store including but not limited to remote warehouse, back room, rear of store, sales floor, storage closets, bathroom. Garbage and non-sellable merchandise will be disposed of properly and timely.</p> <p>Ensure store is clear and easy to shop with not tripping or safety hazards present. Hazardous area should be corrected and shown to management. Safe practices will be observed by all employees to include proper lifting, correcting any safety issues on the spot and proper use of all equipment. Report unsafe or maintenance issues immediately to management.</p> <p>Will maintain a safe working environment in the remote warehouse by keeping it clean clear of trash and debris. Will insure that Trailers and warehouse are secure at all times.</p> <p>Miscellaneous. Assist in agency special events and fundraisers as needed. Perform any other duties as assigned by management.</p>	

I have received my job description and have read, understand and have the ability to perform the tasks in this job description without restrictions. I also understand the aspects of my job duties and criteria for annual review.

Signature

Date

Staff evaluations are conducted annually and consist of a meeting with the direct supervisor and/ or Executive Director. Feedback *may* also be solicited from co-workers, clients, homeowners, and external constituents to perform a balanced assessment. The purpose of this evaluation is to determine any related employee highlights and challenges in the working relationship. The evaluation may be used for merit based increases when funding provides, but is used as a guide to maintaining a suitable work environment.

Driver Key Areas of Annual Evaluation:

- **Knowledge of the Job:** Each of the specific aspects of the job as described above will be evaluated for knowledge, completion, and thorough execution.
- **Alignment of the Habitat Mission:** All employees are expected to uphold the Habitat mission at all times. This includes but is not limited to functioning with Christian character in language, dress, and ethical relationships.
- **Communication:** You will be evaluated on relationship with key constituents within the Habitat family including supervisor(s), Board of Directors, Board committee members, co-workers, donors, volunteers, families, and guests. It is expected that each staff member maintain a cohesive, positive, and professional work relationship with all other members of Habitat. It is also essential to maintain excellent and respectful communication with the Executive Director including progress on tasks related to the job function and key responsibilities. Written and oral communication will be evaluated.
- **Leadership:** Leadership and initiative and key areas within our growing affiliate. Individuals should be able to motivate and recruit others to accept and complete assignments in a timely and satisfactory manner. Leadership will be evaluated on judgment (the ability to make decisions which solve problems, prevent accidents, reduce tension, etc.) and initiative or the ability to be proactive about matters.
- **Time Management :** You will be evaluated on how well you handle your current work load and how you manage new projects. This will be on the micro level (how you handle and appropriate time on a daily level) and macro level (how you manage multiple projects simultaneously). Productivity is essential, meaning what is the quality or output of your daily and weekly efforts? You will gauge how you plan and prioritize work and how you work under pressure. In addition, you will be evaluated on your prompt and ethical work such as arrival and departure to work.
- **Mentoring capabilities:** This area deals with how well you teach others related skills. Mentoring may come formally in the form of new hire training and development or informally such as working with new associates in work groups or subcommittees.
- **Flexibility:** Change happens. Key department heads and associates are evaluated on their ability to remain flexible in the midst of change within the affiliate. This addresses daily changes as well as the ability to adapt to changes of the vision and movement of the Habitat affiliate and HFHI.
- **Follows organizational structure:** Organizational structure addresses the ability to work within the unique structure of the Goldsboro-Wayne affiliate. Someone successful at following organizational structure communicates first with their immediate supervisor and does not try to circumvent lines of communication. Also, this individual does not engage in third-party conversations not related to them (i.e. office gossip or water cooler chat) about other individuals or incidences.
- **Problem-solving skills:** This relates to the expectation that individuals in a fast-paced work environment need to work under pressure and respond to challenge with the ability to solve problems. This assessment will be a measure of problems related to the area or affiliate are handled and/ or diverted. This deals with how potential problems are communicated with the group as well as how these problems are addressed. Individuals are expected to solve problems, not only to bring them to the attention of the supervisor.
- **Community Involvement:** This is the measure to which you are involved in promoting the Habitat mission and raising public awareness. Every individual will be evaluated on the level of community involvement because every person in the organization should be thinking about the overall mission and perspective of Habitat.
- **Development Initiatives:** This is the extent to which you are involved in individual and organizational fundraising activities within the affiliate. Like community involvement, resource development is an essential component of every member of our team. You are expected to cultivate individual donors as well as contribute information and resources for larger organizations. Your role in key fundraising events will also be investigated.
- **Personal & Professional Development:** As part of the local Habitat team, you should strive to develop personally and professionally related to your area of work. You will be asked to chart activities and events that have contributed to personal and professional development. This may or may not be activities financially sponsored by Habitat for Humanity. Please be prepared to share your development whether formally sponsored or not.
- **Communication and Involvement of Respective Board Committees (if applicable):** Involvement and communication with the Board/ Board committee members is the responsibility of every individual. You are required to maintain frequent communication with your Board committee members and update them on formal and informal issues related to your area. In addition, ample notice should be provided for every meeting. You should aim to develop a relationship with the committee, not just to show up to meetings to solicit the participation of others.
- **Customer Service:** Service is an essential component of the Goldsboro-Wayne affiliate. Individuals will be evaluated on both "internal" guests (fellow team members) and "external" guests (customers, Board members, Habitat families, donors, volunteers, etc). Associates are expected to attend to customers. We go above and beyond for all team members with sincere and courteous communication at all times.

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