

ReStore Driver/Associate



Habitat for Humanity Capital Region ReStore

Position: ReStore Driver/Associate

Reports to: ReStore Manager

Employment Status: Non-exempt, hourly

Location: Habitat ReStore, in Lansing and Williamston

Hours: Tues-Sat, 34-40 hours per week

Organization Description

Habitat for Humanity Capital Region is a dynamic, progressive nonprofit organization that works to provide affordable homeownership opportunities, home repairs, and accessibility ramps to low- to moderate-income individuals and families in Ingham and Eaton County.

The Habitat for Humanity Capital Region ReStore, located in Lansing and Williamston, are proudly owned and operated by Habitat Capital Region to help fund the work of the nonprofit organization. Habitat ReStore accepts donations of new and gently used items from individuals and businesses, and then sells those items to the public.

Position Description

The Habitat ReStore in Lansing and Williamston seeks an individual with a positive attitude, strong work ethic, and a desire to contribute to the store's profitability and Habitat for Humanity's mission. Excellent customer service is essential for this position.

This position is responsible for driving the ReStore truck to pick-up donations from around the community, safely load and pack the merchandise in the ReStore truck, and returning to each ReStore to unpack the merchandise.

When not driving the truck, this position will assist customers at the Lansing or Williamston ReStore and work in the retail environment.

Primary Objective

This position will provide backup driver support to ensure that donation collection can take place four days a week. The position will also work to ensure that the Lansing and Williamston ReStore provides outstanding customer service and operate with excellence.

Primary Responsibilities

- Provide outstanding customer service to donors, shoppers, and ReStore volunteers
- Drive Habitat for Humanity Capital Region vehicles to pick-up donated goods from the surrounding community
- Load and unload all donated materials
- Screen donations, both on the phone and in person, before accepting them so only items that the ReStore is able to sell are received
- Communicate with the ReStore Manager regarding incoming donations
- Occasionally supervise volunteers, helping to make their experience positive and meaningful
- Maintain an effective working relationship with ReStore staff, volunteers, Habitat Capital Region clients, and ReStore customers
- Operate a cash register to process cash and credit card transactions, following established procedures for each type of sale and refer to established pricing schedules and office records to verify pricing
- Answer telephone to provide ReStore general information, directions and meet the caller's needs
- Complete daily cleaning and organizing of ReStore merchandise staging area
- Manage calls to schedule pick-ups and coordinate collections
- Other tasks as assigned

Required Skills / Experience

- Must have a chauffeur license (or ability to acquire prior to starting) and maintain a good driving record
- Ability to operate a cash register, office equipment, and accurately make change
- Dedication to providing exceptional customer service
- Strong team focus and proactive work ethic
- Must be a good listener and be able to engage in well-considered discussions
- Social media experience is desired
- Clear criminal background check and sex offender registry check
- Must be willing to understand Habitat for Humanity Capital Region's mission and understand that the ReStore is a part of the larger goal to build a world where everyone has a safe, decent, and affordable place to live

Physical Requirements

- Ability to lift 75 pounds
- Ability to spend majority of the day in a vehicle or standing and moving about Habitat ReStore
- Ability to perform work that may require climbing ladders, considerable standing, bending, kneeling, and reaching in awkward and tiring positions

Work Environment

- Work is performed in commercial, retail, and residential environments

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To Apply

Thank you for your interest in working with Habitat for Humanity Capital Region ReStore to help build a community where Everyone has a safe, decent, and affordable place to call home.

Please submit your resume to info@habitatcr.org by the end of the day Friday, October 15, 2021. Please include “ReStore Driver/Associate” in the subject line.