

Lancaster Lebanon Habitat for Humanity ReStore

Position: ReStore Associate

Reports to: Assistant Manager

Status: Part-Time, Non-exempt

Habitat ReStore: The Habitat ReStore is a nonprofit business specializing in the resale of new and gently used building materials and supplies to the public. Proceeds from the sale of donated items at the Habitat ReStore directly benefit Lancaster Lebanon Habitat for Humanity's efforts to build, rehab and repair homes in partnership with low to moderate-income families

Position summary: Provide outstanding customer service, maintain awareness of all promotions, accuracy on the cash register, place items on the sale floor and work with the team in order to sustain the work of Lancaster Lebanon Habitat for Humanity.

Key Responsibilities

- Greet customers in the ReStore and assist them in making purchases
- Answer incoming phone calls and direct calls to proper individual
- Accurately and efficiently ring on registers and accurately maintain all cash and media at the registers.
- Accurately write up Claim Checks and label sold items for customers who will be returning later to collect their purchases
- Communicate customer requests to management
- Maintain an awareness of all promotions and advertisements.
- Work with other staff to place items for sale on the floor, maintain an orderly sales floor and receiving area.
- Communicate with Warehouse team on items sold.
- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer or donor, maintaining standards, solid product knowledge and all other aspects of customer service.
- Ability to lead volunteers through the daily routines
- Safely load and unload (often heavy) donations and purchases.
- Safely drive a 16' box truck for the purpose of picking up donations.

Knowledge, Skill and Abilities

- Commitment to Habitat Mission
- Excellent interpersonal skills and good customer service

- Reading ,writing and math skills required
- Ability to read a tape measure down to eighths
- Computer skills preferred
- Very strong attention to detail
- Ability to handle the hectic pace
- Ability to stand, walk, squat, kneel, bend repeatedly for several hours and lift at least 60lbs
- Valid Driver's license with a good standing driving record
- Bi-lingual in Spanish is strongly preferred
- Ability to relate to people with diverse backgrounds.

Shifts

- Varied schedule during store hours - Tuesday-Friday 9-5pm, Saturday 9-4pm,
- Saturday availability required
- Part Time

Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, age, religion, sex, sexual orientation, marital status, national origin, or disability