



Every donation. Every purchase. Helps build homes.

## ReStore Volunteer Coordinator

**Date:** 3/6/2020

**Status:** full time/hourly

**Reports to:** Business Development Manager/Store Manager

**Performance Summary:** Volunteer coordination has an integral role in Habitat for Humanity's mission of building homes, communities, and hope. This person is responsible for executing the day-to-day operations of this unique retail environment, while providing an exceptional volunteer experience. The ideal candidate is self-motivated and highly adaptable. This employee must be a team player who possesses an others-first, can-do mindset and the ability to carry out daily assignments that may change abruptly. This is a high energy, relationship based, goal-oriented position requiring strong organizational skills, speaking, and communication skills. The ReStore Volunteer Coordinator serves as the chief point of contact for volunteers at every stage of their engagement with the Habitat ReStore – from the initial contact on through the volunteer activity, while providing excellent customer service. This position requires implementing and developing strategies to enhance our volunteer program.

### Responsibilities:

- Execute all aspects of the daily retail operation including donation acceptance, processing and merchandising items, sales, POS, and loading/unloading merchandise
- Provide superior service to customers, volunteers and donors
- Adhere to and hold others accountable to safety protocol, policies and procedures
- Ensure consistent quality and cleanliness of merchandise and facility
- Help coordinate and organize ReStore events and relationship-building opportunities
- Respond to all volunteer inquiries promptly and effectively, working to engage volunteers as soon as possible
- Greet and orientate volunteers, share about Habitat and the ReStore and train on volunteer tasks for the day
- Ensure ongoing recruitment for volunteers is occurring from community resources; track data in a spreadsheet and report monthly to the Business Development Manager
- Track volunteer hours, maintain volunteer sign-ins and waivers, and capture volunteer information
- Execute volunteer recognition events as a member of the ReStore Development Team

### Key Result Areas:

- Accuracy and efficiency
- Positive attitude and superior service
- Teamwork and cooperation
- Attendance and punctuality
- Volunteer engagement and retention



Every donation. Every purchase. Helps build homes.

**Competencies:**

- Able to lift 50 pounds, perform heavy manual tasks, stand or walk for a full work day, and be capable of performing outside duties under all weather conditions
- Strong interpersonal and problem-solving skills; self-motivated, adaptable, and detail oriented
- Able to take instruction and find answers to questions
- Effective communication, math, and language skills
- Professional attitude and appearance
- Operate/maintain iPad-based POS (cash register) with proficiency, good overall computer skills
- Self-starter mentality, proactive attitude and self-improver driven to exceed expectations and be a key contributor
- Outstanding organizational skills, attention to detail and follow-through with the ability to manage projects and meet deadlines
- Ability to lead, train, and manage volunteers in a positive manner
- Willingness to take initiative, be flexible and resourceful and work effectively on multiple projects
- Ability to work independently with minimal supervision and set and balance priorities

*Habitat for Humanity of Greater Fort Wayne is firmly committed to being an Equal Opportunity Employer and does not discriminate on the basis of sex, race, age, sexual orientation, national origin, ethnic background, religion, disability, or any other characteristic protected by law.*