



Every donation. Every purchase. Helps build homes.

ReStore Donation Ambassador

Date: 2/24/2021

Status: Full-time / Hourly / Non-Exempt

Reports to: ReStore Logistics Manager

Availability: Mon-Sat 8:30am-6:30pm

Position Summary:

The Habitat for Humanity ReStore is a nonprofit home improvement store and donation center specializing in the sale of new and donated products at reduced prices. ReStore Donation Ambassadors are the most visible and personable components of the ReStore, with a public role that must uphold the reputation and standard of Habitat for Humanity of Greater Fort Wayne. ReStore Donation Ambassadors must have an others-first, can-do attitude and be adaptable to ever changing tasks in a fast-paced environment.

Though the ReStore utilizes job titles in the hiring process, the nature of day-to-day operations of the ReStore demands a certain amount of proficiency in all the functions for all the employees. For example, if the Donation Driver does not have a full day on the road, then he/she will be asked to help in receiving, processing, sales floor or cashier positions.

Every position in the ReStore allows many great opportunities to generate positive public relations for Habitat for Humanity of Greater Fort Wayne. The ideal candidate has a donor-first focus and attention to detail as they help to further the mission of building homes, communities, and hope.

Responsibilities:

- Operate, or ride along on donation pick-ups using a 16ft or 22ft box truck in an efficient, safe manner in residential, commercial, interstate areas
- Prepare truck and supplies needed for pick-ups, ensure the trucks are clean and safe.
- Report issues to the manager
- Execute all aspects of the daily retail operation including donation acceptance, processing/stocking merchandise, 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

Key Result Areas:

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

Competencies:

- Valid driver's license and good driving record
- Operate fork lift and all Habitat vehicles safely
- Ability to read maps and follow GPS directions
- Ability to lift up-to 50 pounds, preform 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



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- Professional attitude and appearance
- Operate/maintain iPad-based POS (cash register) with proficiency, good overall computer skills
- Able to work alongside staff/volunteers with a wide range of skills and abilities
- General knowledge of building materials and resale values are a plus

Physical requirements:

- Able to lift up to 50 pounds, perform heavy manual tasks, stand or walk for a full workday, and be capable of performing outside duties under all weather conditions.
- The ability to move and handle furniture, appliances, and fixtures, which will require bending and lifting is necessary.

Other Requirements:

- Must be able to pass pre-hire drug screening and background check.

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