

HENDERSON COUNTY HABITAT FOR HUMANITY
HENDERSONVILLE, NORTH CAROLINA

JOB DESCRIPTION

1. Organization Position

ReStore Customer Service Associate

2. Knowledge, Skills and Abilities Required

- a. Knowledge of retail operations preferred.
- b. Excellent people skills in dealing with the public, ReStore volunteers, and staff.
- c. Ability to perform basic computer functions.

3. Supervision Received

The Restore Associates report directly to the Restore Manager who in turn report to the Director of Restore Operations.

4. Hours of Duty

The Restore Associate will be expected to work at least five days each week including Saturday. Saturday is one of the busiest days of the week, and staffing is crucial during these hours. However please note that there may be times when a 6 day work week may arise due to staffing and vacation coverage.

5. Duties and Responsibilities

- d. Daily floor operations (this includes the opening and closing of the registers).
- e. Daily stocking and some pricing of floor merchandise.
- f. Stocking of necessary supplies for ReStore via direct purchase or requisition orders.
- g. Cleanliness of ReStore, i.e. showroom area and parking lot areas.
- h. Denotation of items for delivery within allotted time frame.
- i. Customer service on requested items (special needs, requests, etc).
- j. Security of premises.
- k. Help and assist on floor at all times moving back and forth from Interior side to Improvement side.
- l. Be in direct contact with donors and Restore truck for incoming/outgoing merchandise.
- m. Procurement and training of volunteers.
- n. Undertake other tasks and duties as the need arises which may include assisting on the Restore truck.