



Habitat ReStore Sales and Donation Assistant

PART-TIME

Reports to: Executive Director
FLSA Status: Non – Exempt

SUMMARY POSITION OVERVIEW

The Habitat ReStore in Ellsworth has reopened its search for an additional part-time *ReStore Sales and Donation Assistant*. The ideal candidate will be able to work as part of a diverse team of staff and volunteers to achieve operational, financial, administrative, and customer goals. This retail position requires a cooperative work ethic, strong customer service skills, self-motivation, reliability, the ability to handle changing priorities, accuracy, and a positive, outgoing personality. Responsibilities include sales/cashiering, customer service (including donation screening), setting up showroom displays (lifting required), volunteer supervision, and basic facility maintenance/up-keep. Normal week will be 2-4 days (depending on candidate's availability) from 9:15a.m.-4:15p.m.; Saturdays required.

JOB DESCRIPTION

Operations & Sales:

- ❑ Work with volunteers and staff to manage the procurement, pick-up, intake, donation acknowledgment, pricing, ticketing, and sale of donated items
- ❑ Greet and assist customers; answer questions and provide information to the public
- ❑ Uphold and improve operational and customer service procedures
- ❑ Refer customer complaints and questions to appropriate staff member for resolution
- ❑ Collect and process customer transactions (credit, cash, check, etc.) in an efficient and friendly manner; encode payments with proper accounting category; assist in reconciling/balancing receipts and payments
- ❑ Maintain good housekeeping standards by cleaning donated items and arranging attractive showroom displays to promote sales and maintain consistent inventory turnover
- ❑ Operate basic office equipment including computer and cash register
- ❑ Follow established pricing and inventory policies, including making periodic 60 and 90 day mark-downs, and make adjusts as necessary for changing market conditions
- ❑ Track sales data to determine customer items in demand and for internal reporting
- ❑ Understands local affiliate build program material needs and culls donations to the ReStore which can be used in the construction of Habitat home(s)
- ❑ Other duties as assigned

MINIMUM QUALIFICATIONS—*Knowledge, Skills, & Abilities*

- ❑ High school degree or equivalent
- ❑ Minimum 1 year experience in retail, cash management, bookkeeping or similar work
- ❑ Demonstrated experience in a customer relations setting; knowledge of proper customer service and telephone etiquette; pleasant speaking voice and articulation
- ❑ Ability to effectively present information (both written and oral) and tactfully respond to questions from managers, clients, customers, and the general public
- ❑ Commitment to creative problem-solving and ability to handle and defuse challenging situations with tact

- ❑ Ability to provide supervision and motivation to volunteers of diverse backgrounds and capabilities while able to perform most tasks in the absence of volunteers
- ❑ Ability to work independently in the absence of supervision as well as under the direction of management
- ❑ Strong organizational and time-management skills; able to handle changing priorities in a very dynamic work environment
- ❑ Knowledgeable in the operation of computers and basic software packages including Microsoft Office Suite
- ❑ Able to update FaceBook and Craigslist postings and utilize other social media or online sales platforms as required
- ❑ Self-motivated, enthusiastic, reliable, and courteous
- ❑ General knowledge of building materials a plus
- ❑ Commitment to HCoHFH mission and principles and the ability to positively represent the affiliate, including staying current on FAQ's regarding our mission
- ❑ Valid Maine driver's license and clear driving record preferred as candidate may occasionally be asked to assist by driving the rental vehicle

Physical Requirements:

- ❑ Ability to safely lift 50 pounds regularly and 100+ on occasion with assistance
- ❑ Ability to spend majority of the day standing or moving about store, or using ReStore truck/appliance dolly to pick-up donations

All candidates must be willing to submit to and pass a background, credit, and sex offender registry check.

COMPENSATION & BENEFITS

\$10.75 an hour to start plus seasonal differential.

*Note: From the first full pay period of June through the last full pay period of September, we offer a seasonal differential rate to our ReStore employees of an additional \$1 per hour [for time worked] which will be added on to the rate above. However, please note that the expectation is that any hires are P/T, **year-round**; we do not offer seasonal employment, just incentives.*

Paid time off: Regular part-time employees shall receive PTO pro-rated based on their scheduled hours per week and be granted up to three (3) paid floating holidays.

Application: Please email cover letter to Director.HCHH@gmail.com and write “ReStore Pick-up Assistant” in the subject line of the e-mail. An official application for employment including a form granting permission to perform background and credit checks must also be submitted and can be found at www.HancockCountyHabitat.org/employment-opportunities. No phone calls or drop-in interviews granted.

Applications accepted until the position is filled.

***E.O.E.** – Applicants for employment will not be discriminated against on the basis of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, age, medical condition, physical or mental disability, pregnancy, veteran status, marital status or any other category protected by law in any employment-related decision.*