

## **Receiving Assistants**

The receiving area is where all of our donations are processed. The Receiving Assistant will work in conjunction with our Receiving Manager to sort, inspect, and process large item donations. You will be required to provide leadership to our Donation Processing Associates. This means you will act in a supervisory role to keep them engaged during their volunteer time, assisting them with donation questions and providing them guidance on which tasks take priority. You will learn which items we are and are not able to accept. You will help sort items for recycling, disposal, and small items processing. Also, you will learn how to price donations for sale. The Receiving Assistant's role at the Habitat for Humanity ReStore is to support the Receiving Manager. Utilizing time management and organizational skills will be required, as well as the ability to lift 50 pounds or more. This position is essential to our mission because we must ensure the receiving area is running smoothly in order to keep the items available for sale on the sales floor of high quality and fairly priced.

## **Donation Processing Associates**

The receiving area is where all of our donations are processed. As a Donation Processing Associate you will work under our Receiving Assistant. You will greet donors and assist them with unloading donations. Once the items have been sorted by the Receiving Manager or the Receiving Assistant you will inspect, clean and process large item donations. You will prepare items that will go to recycling. This will include separating cords and wires from fixtures, removing metal from lighting, doors, etc. Once items have been cleaned and processed for sale you will set them aside to be priced by an authorized pricing associate. When an item is priced and ready to go to our sales floor, you will work with a sales associate to place the items on the sales floor. This position will require you be able to lift 50 pounds or more. This position is essential to our mission because we have a large donation base that must be cleaned and processed in order to be placed out for sale.

## **Electronics Testing Associates**

The receiving area is where all of our donations are processed. As an Electronics Testing Associate you will work under our Receiving Manager. You will test TV's, VCR's, DVD players, lamps, washers, dryers, and other donations. Basic knowledge of electronic devices is preferred. You will plug devices in and verify that all buttons and functions are working properly. Once an item is tested, you will move these items to the processing area if they are working properly or to recycling or disposal if they are not functioning. This position is essential to our mission because we must ensure that all items on our sales floor are in proper working order.

## **Truck Assistants**

The trucks are where a majority of our large item donations come from. The Truck Assistant will work in conjunction with our Drivers. You will assist the driver with safety, loading and unloading donations, navigating to each pick-up, thanking donors, answering and making phone calls while the Driver is operating the truck, and maintaining our trucks. This position will require the ability to lift 65 pounds or more and map reading skills are preferred. This position requires a time commitment of at least 6 hours a day and starts at 9:00 am. This position is essential to our mission because a large majority of our donations are obtained through these pick-ups.

## **Small Items Pricing Assistants**

The receiving area is where all of our donations are processed. A Small Items Pricing Assistant will work in conjunction with our Small Items Manager to sort, inspect, and process small item donations. You will be required to provide leadership to our Small Items Processing Associates. This means you will act in a supervisory role to keep them engaged during their volunteer time, assisting them with donation questions and providing them guidance on which tasks take priority. You will learn which items we are and are not able to process. You will help sort items for recycling, disposal, and thrift. Also, you will learn how to price donations for sale. The Small Items Pricing Assistant's role at the Habitat for Humanity ReStore is to support the Small Items Manager. Utilizing time management and organizational skills will be required. This position is essential to our mission because we must ensure the receiving area is running smoothly in order to keep the items available for sale on the sales floor of high quality and fairly priced.

## **Small Items Processing Associates**

The receiving area is where all of our donations are processed. As a Small Items Processing Associate you will work under our Small Items Pricing Assistant. Once the items have been sorted by the Receiving Manager or the Receiving Assistant you will inspect, clean and process small item donations. Once items have been cleaned and processed for sale you will set them aside to be priced by an authorized pricing associate. When an item is priced and ready to go to our sales floor, you will work with a Customer Service Associate to place the items on the sales floor. This position is essential to our mission because we have a large donation base that must be cleaned and processed in order to be placed out for sale.

## **Customer Service Associates– Home Improvement**

The home improvement section of the ReStore is where all of our building supplies, tools, and fixtures are sold, as well as a small automotive section and some sports and leisure. As a Customer Service Associate you will work in conjunction with our Home Improvement Sales Associate. You will provide great customer service to ReStore shoppers by helping them find items in the store and writing sales ticket for larger items. Maintaining a positive attitude while working with customers will be a requirement. Once donations have been processed and priced

they will be moved to the sales floor, where you will stock shelves and assist with merchandising. This position is essential to our mission because we have to keep our store looking nice and full of items to sell, and we must keep our customers satisfied.

### **Customer Service Associates – Home Furnishings**

The home furnishings section of the ReStore is where all of our furniture, house wares, and décor are sold. As a Customer Service Associate you will work in conjunction with our Home Furnishing Sales Associate. You will provide great customer service to ReStore shoppers by helping them find items in the store and writing sales ticket for larger items. Maintaining a positive attitude while working with customers will be a requirement. Once donations have been processed and priced they will be moved to the sales floor, where you will stock shelves and assist with merchandising. This position is essential to our mission because we have to keep our store looking nice and full of items to sell, and we must keep our customers satisfied.

### **Greeter/Cashier Assistants**

As a Greeter/Cashier Assistant at the ReStore you will work in conjunction with Cashiers and Sales Associates. You will provide great customer service by greeting every customer who comes into the ReStore, provide information about where items are kept or who they need to speak with regarding specific issues. You will also help the Cashier with wrapping and bagging purchases for customers, “fluffing” bags, running sales tickets, collecting carts, and getting supplies from the office as needed. This position is essential to our mission because providing a great customer experience is the main thing we can do to keep them satisfied.

### **Office Assistants**

As an Office Assistant at the ReStore you will work in conjunction with our Office Administrator. You will provide great customer service to our donors and customers calling on the phone. You will help to schedule pick-ups, deliveries and volunteers. Other duties will include filing, data entry, assisting with mailers, answering customer questions, signing volunteers in/out, etc. Maintaining a positive attitude while working with customers, donors, and volunteers will be required. Experience with multi-line phones, data entry, and Microsoft Office is preferred. This position is essential to our mission because maintaining our ReStore office allows Habitat to continue to provide great gently used merchandise to our customers.

## **Library Assistants**

As a Library Assistant at the ReStore you will work in conjunction with staff and other volunteers. You will sort, process, and organize books for our library. You will keep the ReStore library looking great and make it easy for customers to find the book they want. Other duties will include rotating books off the shelves when they do not sell, greeting and assisting customers in the ReStore. Maintaining a positive attitude while working with customers and strong organizational skills will be required. This position is essential to our mission because keeping the ReStore organized is key to a great customer experience.

## **Calling Crew Associates**

As a Calling Crew Assistant you will work in conjunction with the office staff. You will call Mesa County residents and tell them about our donation pick-up service. You will act as a representative of Habitat with the community to help build relationships and increase our donation base. Being comfortable speaking on the phone with people and communicating details in a friendly manner will be required. This position is key to our mission because maintaining a positive relationship with the community and generating donations ensures our customers have a great selection to choose from.