



# Habitat for Humanity®

in Monmouth County

**Job Title:** ReStore Ambassador/Driver's Helper Position

**Position Location:** Habitat for Humanity in Monmouth County 45 South St., Freehold, NJ

**Reports To:** ReStore Assistant Manager

**Employment Type:** Part-time

**Job Classification:** Hourly

Job Description: In this position you will be a representative of HFH and will be responsible for the pick-up and delivery of merchandise from/to donors, safely packing the merchandise in the ReStore truck, returning to ReStore and unpacking merchandise while providing excellent customer service.

Responsibilities Include:

- Stock the trucks with receipt books, donor goodie bags, sorry we missed you door hangers, packing supplies and moving equipment
- Provide excellent customer service to our donors
- Keep the trucks clean at all times, empty trash daily
- Screen items for product usability ensuring they meet our ReStore guidelines at point of pick up
- Safely load and unload the trucks while protecting the donations from damage
- Insure that all pieces or parts of donations are kept together
- Apply cleaning solution to upholstery
- Communicate with ReStore Manager/Assistant Manager regarding incoming donations
- Occasionally supervise volunteers making their experience meaningful
- Maintain an effective working relationship with ReStore staff, volunteers, donors and ReStore customers
- Daily ReStore cleaning, organizing ReStore warehouse, staging furniture on sales floor, and general facilities maintenance
- Complete and turn in daily checklists
- Keep updated with ReStore policies
- Other duties as assigned by the ReStore Manager/Assistant Manager

Required Skills/Experience

- Clean driving record and valid driver's license preferred

- Must pass a criminal background check
- Prior experience loading/unloading delivery trucks and moving inventory
- Warehouse experience a plus
- Must enjoy interacting with donors and customers
- Excellent time management skills
- Excellent customer service skills
- Knowledge and experience in sales would be helpful
- Willingness to learn
- Team building and conflict resolution a plus
- Ability to lift 75 pounds alone and up to 150 with assistance
- Ability to climb ladders, bend, kneel, lift, reach and maneuver furniture throughout the ReStore

#### Critical Performance Outcomes

- Safe handling of donations
- Donor satisfaction
- Reliability
- Quality of donations