

## **POSITION DESCRIPTION**

### **HABITAT FOR HUMANITY OF WILLIAMSON COUNTY**

Position: **ReStore Customer Service Associate**  
Classification Non-Exempt  
Status: Part-time Employee or Full-time  
Reports to: ReStore Director or his/her designee  
Evaluation: Annually within last quarter of fiscal year

#### **General Responsibilities**

Under the general direction of the ReStore Director or his/her designee, this position is responsible for handling ReStore sales at the cash register, providing basic customer service and assisting in keeping the store organized and well-stocked.

#### **Specific Responsibilities**

- Understands local ReStore policy and procedures
- Understands the affiliate's construction materials and needs
- Implements daily operations and customer service procedures.
- Instructs and supervises community one-day or regularly scheduled volunteers and Community Service Restitution volunteers to meet daily goals
- Schedules and organizes pickups and drives affiliate vehicles to pick up donated goods when necessary
- Screens for product usability
- Loads and unloads all materials as necessary
- Maintains effective working relationships with staff, volunteers, partner families and general public
- Aids customers in finding desired goods
- Prices incoming donations and stocks merchandise
- Deals with people effectively and understands customer needs
- Follows all affiliate rules and regulations
- Performs other duties and tasks as assigned.

#### **Qualifications**

- Fully supports the ideals and mission of Habitat for Humanity
- High School degree or equivalent
- Able to respond to people and their needs
- Able to lift fifty (50) pounds
- Able to spend the majority of the day standing, squatting or bending
- Proven honesty, trustworthiness and responsibility
- Sound judgment and initiative
- Team player