

## **Donations Ambassador**

Department: ReStore

Location: 5501 Durham-Chapel Hill Blvd, Durham, NC 27707

Supervisor: ReStore Manager

### **SUMMARY:**

Reporting to the Donations Operations Manager, the Donations Ambassador (DA) is responsible for the pick-up of merchandise from donors, safely packing the merchandise in the ReStore truck and trailer, returning to ReStore and unpacking merchandise.

This is a Full Time Non-Exempt position requiring flexibility to work evening and weekend hours as needed. The DA will likely spend on average at least five days per week, Monday – Saturday (40 hour work week with 8 hours days).

### **ESSENTIAL FUNCTIONS:**

- Ability to drive and operate a manual 26 ft. box truck safely
- Document correspondence with donors
- Perform excellent customer/donor service
- Load and pack materials to minimize damage
- Screen and examine each donation on site
- Coordinate donation receipts with Donation Procurement Manager
- Lead in proper loading and unloading of donated materials
- Act as a representative of Habitat for Humanity, a community leader

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge and experience in retail sales.
- Team building is a real plus.
- Ability to drive and operate a manual 26 ft. box truck safely;
- Must be a good listener and be able to engage in well-considered discussions
- Must have good anticipatory abilities and personally act on same as need arises

### **SUPERVISORY CONTROLS:**

*Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.*

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# Habitat for Humanity®

## of Wake County

*Serving Wake and Johnston Counties*

DA is responsible for planning and carrying out assignments. Problems and deviations in assignments are handled in accordance with established policies and procedures. DA works both independently and in a team environment and is responsible for the quality and technical accuracy of work produced. Formal reviews are held annually by the Donation Operations Manager.

### GUIDELINES:

Employee will be guided by Habitat's mission principles and Habitat Wake's strategic plan and departmental goals.

### COMPLEXITY:

Responsibilities involve a variety of interrelated tasks. Procedures vary based upon management requirements. The DA will need to be able to work with different staff members (volunteers, CS members, visitors, etc...) within the Procurement Department to fulfill varying roles.

### SCOPE AND EFFECT:

Errors in work performance may result in delays in recovery of costs or even loss of revenue and may cause serious operational disruptions.

### CONTACTS:

DA has frequent contact with other HFHWC staff, clients, stakeholders, vendors, donors, City of Raleigh community service work program, customers, and external private/public entities, the exchange of information and to solve problems and discover opportunities.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to be seated for long periods of time. The employee frequently is required to stand, walk, bend, stoop, kneel, carry, as well as pulling and reaching to obtain stock and/or acquire merchandise for sale. Position requires the ability to frequently lift products/supplies, up to 50 lbs.

### WORK ENVIRONMENT:

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This job operates primarily in a retail/warehouse environment and can require operating equipment such as a forklift, power tools, hand tools, ladders, price guns, pallet jacks and other material handling equipment. Constant driving from pick up locations to drop off locations is required and outside conditions that can include heat, humidity, and high noise levels.

## SUPERVISORY RESPONSIBILITIES

Will work with Procurement staff member, ReStore staff, volunteers and CS members to ensure that day to day operational duties are completed.

## MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- No degree is required, but experience working in customer service and delivery is preferred;
- Excellent driving record and 3 years driving experience;
- Excellent communication skills with a strong passion for the organization's mission;
- Self-motivated with the ability to work independently and as part of a team and with great energy and persistence. Experience working with diverse constituencies;
- Proven organizational skills including the ability to manage multiple tasks and projects simultaneously and produce high quality results quickly and on time;
- Critical thinking, problem solving, accuracy and attention to detail;
- Regular attendance is required; and availability to work weekends and evenings.

## NOTE:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

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