

About Habitat for Humanity of Wake County

Habitat for Humanity of Wake County (HFHW) changes lives by bringing together God's people and resources to help families in need build and own quality affordable homes in safe and supportive communities. Since 1985, HFHWC has partnered with homebuyers, donors, and volunteers to build more than 750 safe, affordable, energy-efficient homes in all parts of Wake and Johnston counties.

Location: Raleigh Blvd ReStore

Reporting to: Michael Franks, ReStore Manager

Position Overview

Reporting to the ReStore Manager, the **ReStore Associate** will assist with day to day operations of the store front end, sales floor, and receiving and processing of donations in the back room. The **ReStore Associate** will be expected to leverage available volunteers to accomplish daily tasks in an efficient manner. In addition, the **ReStore Associate** will be responsible for store projects that will be assigned to her/him as needed within the store and must provide excellent customer service to donors in the back, customers on the sales floor, customers at the front end (register), and to regular volunteers as well as CS members.

The responsibilities of the **ReStore Associate** include, but are not limited to:

- Ensure donation area is neat, clean, orderly and product is cleaned, priced, and moved properly in order to facilitate an enjoyable and easy shopping experience;
- Evaluate condition/price of incoming merchandise (including furniture, cabinets, and lawn equipment) to ensure it is sellable and consistent with ReStore product acceptance standards;
- Ensure volunteers complete daily tasks in timely and safe manner;
- Providing excellent customer service to customers and donors of the ReStore;
- Operate the cash register;
- Promote the mission, vision and values of HFHWC;
- Work closely with ReStore Manager to determine individual projects that may be necessary for store improvements (these can include activities such as building new display equipment); and
- To learn about HFHWC and the ReStore, and be able to communicate our mission and purpose to volunteers and customers.

Knowledge, Skills, and Abilities Required:

- A strong belief in the organization's mission, goals and accomplishments;
- Ability to communicate clearly and concisely both internally and externally;
- Excellent customer service etiquette and attitude;
- Energized in an atmosphere that fosters sharing new ideas and initiatives;

- Ability to have grace and humor under pressure;
- Strong organizational skills will be required;
- Ability to independently prioritize tasks in a fast-paced and dynamic environment is essential; and
- Ability to manage volunteers and keep them engaged with those tasks.

Minimum Education and Experience Requirements:

- No degree is required, but experience working in customer service, retail, reuse and/or trades is preferred.
- 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.
- Available to work weekends and evenings.

Application Process:

- If interested, please email a cover letter and resume to michael.franks@habitatwake.org and hr@habitatwake.org.

Habitat for Humanity of Wake County is a drug free workplace, participates in E-Verify, conducts pre-employment screenings, and is an Equal Opportunity Employer.