

JOB DESCRIPTION

Job Title:	Warehouse Associate	FLSA status:	Hourly, Non-Exempt
Department:	ReStore	Reports to:	Store Manager
Location:	Chesterfield Restore	Travel Required:	None
Salary Range:		Position Type:	

Job Description

JOB PURPOSE:

This position has a primary role of providing customer service in the Richmond Habitat Restore through loading and unloading donations and purchases in store. At times, this position may be asked to ride along on the truck for donation pickups. This position serves as an ambassador for the Habitat for Humanity brand and is critical to the success of the ReStore as they interact with the largest number of customers, donors, and volunteers on a daily basis.

The warehouse associate will process and price donations in a timely manner. They will assign tasks and supervise volunteers and create a welcoming environment that encourages repeat volunteerism.

ESSENTIAL JOB FUNCTIONS:

- Use good judgement to assess incoming donations and communicate with the management if there are any discrepancies
- Use good judgment when the unexpected happens and work with management to find solutions
- Follow all safety procedures to ensure protection of volunteers, colleagues, company property, and donor property
- Maintain equipment and complete all required logs
- Prioritize work in the warehouse and sales floor while providing customer service (help loading, unloading, answering questions, etc.)
- Provide the highest level of customer service possible at all times
- Respond promptly to colleague's questions to ensure positive customer experience
- Evaluate, sanitize, and price incoming merchandise
- Place merchandise in a visually appealing and orderly fashion on the sales floor
- Identify potential projects for volunteers in store and communicate to the team
- Work with management to address volunteer needs (personal protective equipment, supplies, etc.).
- Maintain and uphold organizational processes in the warehouse

KNOWLEDGE/SKILLS/ABILITIES

- Belief in Habitat for Humanity's global mission, principles, and structure
- Excellent communication skills, positive attitude, respectful and accepting of everyone
- Team player, hard worker, self-starter
- Ability to work a rotating schedule to include weekends
- Ability to operate a point-of-sale system
- Ability to multitask and focus under pressure
- Ability to lift and carry up to 100 lbs.

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- Ability to climb ladders up to 20'
- Ability to sit or stand for prolong periods of time
- Ability to work in inclement weather, including extreme heat/cold and wet, humid conditions

MINIMUM EDUCATION / EXPERIENCE REQUIREMENTS:

- High school diploma or GED

Reviewed By:		Date:	
Approved By:		Date:	
Employee Signature:		Date:	