

Job Title: Habitat Store Retail Associate

Position Location: Charlottesville, Virginia

Reports to: Store Assistant Manager

Employment Type: Full-time, Non-exempt, Hourly. Includes Saturdays and occasional evenings.

Benefits include: 20 days of PTO, 9 paid holidays, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, 401(k) retirement plan with company match

Habitat for Humanity of Greater Charlottesville Overview:

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge non-profit housing organization creating simple, decent, affordable homes in partnership with low-income families, volunteers and the community of Greater Charlottesville. Homes are built with a volunteer labor force including homeowner families, corporate, civic, and church groups. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty world-wide.

In 2013 Habitat completed construction at Sunrise, the first trailer park transformation in the nation without resident displacement. Currently, Habitat owns and operates the Southwood Trailer Park with a similar goal of redeveloping it responsibly and compassionately as a mixed-income, mixed-use, sustainable community for current and future residents. Southwood is the area's largest single concentration of affordable housing and its greatest remaining redevelopment opportunity. When complete, the redeveloped Southwood will be unprecedented in scale nationally.

Scope of Responsibilities:

The Retail Associate is tasked with processing donations, maintaining & organizing work area, leading volunteers and supporting retail operations of The Habitat Store with superior customer service and professionalism.

Prerequisite Requirements:

- Proven experience in retail sales
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines with high quality work
- Professional demeanor and attitude at all times befitting a public representative of Habitat for Humanity of Greater Charlottesville
- Ability to work well with volunteers and supervise them effectively
- Excellent communication skills

- Knowledge of Google platform
- High level of strategic thinking
- Positive, “can do” personality
- Professional appearance at all times befitting the public face of Habitat
- Sensitivity to the needs of people from multiple cultures and backgrounds
- Commitment to Habitat for Humanity’s mission of service to others
- Ability to lift 75-100 lbs. consistently and be on feet for long periods of time in extreme temperatures
- Driver’s license and insurable driving record

Preferred Experience:

- General knowledge of carpentry, HVAC, plumbing, electrical, types of wood, etc.
- Basic knowledge of hand and power tools

Responsibilities:

- Screen community member drop-off donations for acceptability and unload professionally and efficiently
- Ensure donation processing systems are implemented and items are prepared for display
- Load customer purchases safely and professionally
- Provide friendly, professional and personalized customer service on sales floor to drive sales and ensure optimal customer/donor experience
- Work with Assistant Manager to plan/implement daily volunteer tasks and ensure positive volunteer experience
- Effectively train and supervise volunteers and volunteer groups
- Maintain exceptionally clean store and warehouse through sweeping, proper merchandising, and diligent attention to housekeeping
- Answer and respond to incoming calls regarding store location, donation information, directions, etc. in professional manner
- Handle cash, check, and credit card transactions with customers
- Ensure that store, donations area and warehouse are appropriately stocked with supplies at all times with input from Store Assistant Manager or Operations Manager
- Make miscellaneous repairs to damaged but valuable donations at direction of Store Manager or Operations Manager
- Be knowledgeable about Habitat’s mission and convey it effectively to customers, donors, and volunteers
- Adhere to safety procedures and ensure safe environment for customers, donors, staff, and volunteers
- Adhere to all store policies and procedures
- Perform other duties as assigned by Store Assistant Manager or Operations Manager

Habitat for Humanity is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability or any other federal, state or local protected class. Women, minorities and protected individuals such as those covered by Section 3 are encouraged to apply.