

Job Title: Habitat Store Retail Associate

Position Location: Charlottesville, Virginia

Reports to: Store Manager

Employment Type: Full-time, Non-exempt, \$16/ Hour. **NO EVENINGS, NO SUNDAYS**

Benefits: 20 days of PTO, 9 paid holidays/flex days, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, 401(k) with employer match (more information available upon request). Discount on purchases at the Habitat Store - Charlottesville location

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.

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:

- Retail sales experience
- 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
- Offer alternative options for donation items we don't accept
- 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 Store 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 when needed
- Ensure that store, donations area and warehouse are appropriately stocked with supplies at all times with input from Store 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