

building strength, stability, and self-reliance through shelter

Job Opening | ReStore Warehouse Associate

Full-time | Non-exempt/hourly

Reports to: ReStore Store Manager & ReStore Operations Managers
Estimated schedule: Full-time 40 hours/week or part-time up to 29 hours/week
Locations: Kearny Mesa, National City, and Escondido

MISSION | What We Do:

San Diego Habitat for Humanity brings people together to build homes, communities, and hope. Habitat was founded on the conviction that every man, woman, and child should have a stable and affordable home.

San Diego Habitat partners with families, sponsors and communities to repair homes, and to build houses for affordable home ownership. Our mission is supported in a number of ways, one being the ReStore, which is a home improvement store, open to the public, selling donated building materials and supplies. Sales from the ReStore help San Diego Habitat build and preserve affording housing throughout San Diego County. It also helps to keep thousands of tons of unwanted merchandise out of local landfills.

JOB SUMMARY:

The ReStore Warehouse Associate is responsible for assisting customers and providing great customer service as ambassadors for Habitat. They are the first and last smiling faces customers see as they enter and leave the store. They are friendly and energetic. They represent Habitat favorably within the community, as well as develop and maintain good relationship with customers, donors, volunteers, and partners. Attitude is key.

ESSENTIAL JOB RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

Each Warehouse Associate will be assigned a specific area of responsibility, which may change daily by the ReStore Manager.

Specific areas may include: *Cash Register/Greeter*, *Sales Floor Floater* (assigned to specific section), *Donation Receiving and Processing* (back room where donations are inventoried), and *Driver Assistant* (help out on the truck route).

Duties for all staff

- Demonstrate teamwork by listening and communicating, and treating all co-workers, customers and volunteers with support and respect
- Welcome customers and donors as they enter the ReStore or your primary location within the store and offer to assist them and let them know about current promotions
- Assist donors with accepting and diplomatically denying a drop off donation
- Explain to customers and donors how their purchase impacts families in San Diego
- Maintain cleanliness and safety of the store and work areas
- Answer incoming phone calls and answer questions with courtesy
- Resolve customer complaints and ask for assistance as needed
- Assist Donation Ambassadors with unloading the truck daily
- Address potential hazards to staff, customers or donors in an expedient manner
- Able to react to change productively and handle other essential tasks as assigned
- Successfully complete daily tasks while on shift

building strength, stability, and self-reliance through shelter

Cash Register/Greeter

- Ensure all donors have a positive experience shopping/donating to the ReStore
- Ensure the phone is answered every time it rings
- Accurately and efficiently ring-up customer purchases on the registers, handing cash and credit card transactions according to procedures
- Maintain orderly appearance of register area and keep supplies stocked
- Maintain all customer credit card, sales data and donor information with integrity and confidentially
- Issuing receipts, sold tags and delivery information for items as needed

Sales Floor Floater

- Work assigned area to assist customers and educate them on current in-store promotions
- Maintain daily inventory and work with Store Manager on weekly markdowns
- Effectively pass customers / donors to the correct section of the store / staff member assigned to the area

Donation Receiving and Processing

- Ensure all donors have a positive experience donating to the ReStore
- Maintain current knowledge of what donations can be accepted
- Collect donation receipt information and file appropriately
- Assist Donation Ambassadors with unloading the truck
- Keep processing area organized to include inventorying, cleaning and pricing of merchandise and restocking the sales floor

Driver Assistant

- Travel with Donations Ambassador (Truck Driver) on daily route or special pickup
- Assist with delivery loading/unloading of donations in a safe and efficient manner
- Professional and courteous interaction with donors including utmost care and concern for personal property

Other duties as assigned.

QUALIFICATIONS:

- Ability to successfully perform the essential responsibilities of the position
- Demonstrates a high level of ethics and integrity
- Demonstrates consistent strong customer service skills
- Able to perform in a team and independently, and take initiative
- Able to work in a fast-paced and changing environment, while maintaining a positive regard for others
- Able to communicate with all kinds of individuals and maintain a professional demeanor
- Ability to complete documentation required for sales, donations, inventory
- Demonstrate good judgment, tact, and acceptance of differing points of view, ethnicities, cultures, beliefs and socio-economic experiences

OTHER REQUIREMENTS:

- Able to arrive to work on time by having dependable transportation to work

LANGUAGE SKILLS:

- Ability to read, write, and speak English fluently
- Ability to speak and understand Spanish a plus

building strength, stability, and self-reliance through shelter

PHYSICAL REQUIREMENTS:

- Ability to stand and walk for extended periods of time; occasionally on uneven surfaces
- Ability to apply physical mobility, including reaching, lifting, holding, pushing and pulling, carrying, bending, climbing stairs, arm and leg extension
- Ability to move and handle boxes of merchandise and fixtures throughout the store
- Able to regularly lift 20-35 pounds, and lifting 50-75 pounds with assistance
- Ability to clearly communicate verbally on the telephone and in-person
- Ability to operate a cash register and a keyboard
- Have visual acuity to view a computer monitor and ensure a safe environment

WORK ENVIRONMENT:

- Indoors in warehouse and outdoors in sales yard - exposure to occasional inclement heat and dirt and dust

SPECIAL CONDITIONS:

- Must be able to pass background check (*In accordance with state and county law: convictions do not necessarily rule out employment, it depends on the nature and severity of the conviction and is evaluated on a case by case basis, check is conducted on last 7 years only.*)
- Regular Schedule: Tuesday-Saturday (occasionally Monday-Friday)
- Ability to work varied hours/days, including weekends (Saturday) and evenings, as needed
- Occasional work beyond regular work schedule is expected

Internal interactions: Habitat staff

External interactions: Customers, donors, volunteers, homeowners in the Habitat program

HOW TO APPLY:

Join a team that works hard, cares about each other and enjoys the positive impact our work makes in San Diego! Benefits for full-time employees include medical, dental, vision, and life insurance, employee assistance program (EAP), Flex Savings Account (FSA), retirement match, holidays, and paid time off.

To apply, please gather the following documents:

- Employment Application
- Cover Letter
- Resume
- Salary Requirements

By email: Please send the requested documents to jobs@sandiegohabitat.org with "ReStore Warehouse Associate" as the subject line.

Online: Visit go.sandiegohabitat.org/careers to complete an application and upload the requested documents.

San Diego Habitat for Humanity is an equal opportunity employer. San Diego Habitat strives to reflect the diverse community it serves. Applicants who contribute to this diversity are strongly encouraged to apply. Reasonable accommodation is available for qualified individuals with disabilities, upon request.