



## RESTORE OPERATIONS AMBASSADOR JOB DESCRIPTION

### **LOCATION:**

Chicago, IL

### **GENERAL DESCRIPTION**

The ReStore Operations Ambassador is a cross functional part-time position working as a front-line ambassador for donors, receivables, and customers for Habitat for Humanity Chicago ReStore.

ReStore is a home improvement center that accepts donated goods from businesses, manufacturers, contractors, and the general public. Donations are then processed and sold at discounted prices to the general public. The store's operations generate funds to support Habitat Chicago. The current ReStore in Chicago is in the Sauganash neighborhood and is a 30,000 square foot facility making \$1.4M in annual sales, with a net of \$550K to local programs. Habitat Chicago plans to open a second ReStore in another Chicago neighborhood in the near future with plans for an additional 4-5 stores based on market demand and potential.

The ReStore Operations Ambassador reports to and collaborates with the Senior Operations Manager. The role is a temporary to permanent position with Habitat for Humanity/ReStore Chicago. This position provides increased capacity for daily operations. A weekly snapshot will primarily consist of moving heavy furniture, cleaning donations, and providing customer service. This position requires significant strength and labor. An average day may consist of riding to donor site and loading / unloading 2 - 24ft box trucks. Donations are then cleaned, priced, and brought to the sales floor. This position will be cross trained to also work the cash register.

The Operations team is responsible for moving donations and adjusting storage according to sales and donation requirements. The entire team is mission driven with a high level of donor satisfaction in focus. This is an opportunity for a hands-on, ambitious, people-oriented person to directly contribute to Habitat's mission of building homes, communities, and hope.

The ideal candidate can safely lift and position up to 70 pounds. The job entails bending, kneeling and reaching, often in awkward or tiring positions. 100% of the time is fast-paced environment engaging donors, inspecting and auditing donations, and processing them to their assigned locations. This individual is adaptable in a fast-paced atmosphere, works well with the public, and thrives on responsibilities that sustain a safe, well organized, growth-oriented, effective, and efficient operation.

Success in this position can provide you with the personal satisfaction that you are making a positive difference in the lives of others.

**CORE RESPONSIBILITIES****Key Responsibility: Donation Handling and Processing (80%)**

- Consistently demonstrates responsibility for items entering and exiting the ReStore dock
- Ensure safety standards are being met at all times in receiving and processing
- Assists in screening heavy volume of donated items at receiving area and loading and unloading items for customers and donors
- Responsible for riding on truck with Donation Ambassador to donor sites and safely loading truck with properly screened merchandise
- Assist and coordinate ReStore volunteers that affect processing and receiving
- Maintain organization and security of sold products
- Ensure all donated items are cleaned, properly grouped together, and ready for the sales floor in a timely manner to ensure quick sale and maximum revenue and profit generation
- Plan and prioritize daily cleaning and maintenance tasks for items needed for ReStore receiving area and processing area
- Provides additional coverage for Receiving Coordinator and Processing Coordinator

**Key Responsibility: Customer Service Support (20%)**

- Perform retail sales duties as required including but not limited to: operating point of sale (POS) system; opening and closing procedures; following and ensuring compliance with established Habitat for Humanity Chicago and ReStore procedures and guidelines
- Support ReStore team efforts to drive staff development, donations, sales, and profits to further Habitat Chicago's mission
- Provide honest feedback and support to ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Provides additional coverage for ReStore Ambassador as needed
- Other tasks and responsibilities as directed by ReStore leadership

**KNOWLEDGE, SKILLS & ABILITIES**

- Understanding of safety measures to safely move bulk items to and from vehicles and warehouse
- Maintain a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the organization.
- Demonstrate initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and follow up
- Exceptional work ethic and track record of personal initiative and achievement
- Quick, sound, and decisive decision-maker in rapidly changing conditions; anticipating, addressing, and solving problems
- Current authorization to work permanently in the United States

**PREFERRED KNOWLEDGE, SKILLS & ABILITIES**

- Familiarity with warehouse equipment, such as forklifts, dollies, pallet jacks, etc

**EDUCATION, EXPERIENCE**

- Warehouse or retail experience preferred
- Personal volunteer experience

**Position Details**

- **Hours:** Part-time, approximately 24- 32 hours per week, may include working weekends
- **Environment:** The Habitat Chicago ReStore is located at 6040 N. Pulaski Rd. in Chicago. It is accessible by car or by public transit.
- **Conditions:** Ability to safely lift and position up to 70 pounds. The job entails bending, kneeling and reaching, often in awkward or tiring positions. 100% of the time is fast-paced environment engaging donors, inspecting and auditing donations, and processing them to their assigned locations
- **Compensation:** \$14.00 hourly
- **FLSA Status:** This position is non-exempt under the Fair Labor Standards Act (FLSA). The incumbent is eligible for overtime pay or compensatory time according to HFH Chicago policy. Further, the employee must submit timesheets that accurately reflect all hours worked.
- **Training:** The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written training and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

**To Apply:** Submit compelling cover letter and resume to [helen.quach@habitachicago.org](mailto:helen.quach@habitachicago.org) with "ReStore Operations Ambassador– Your Name" in the subject line by 9/30/2020. Successful applicants will be contacted for interviews. No phone calls please.

**Successful Habitat team members share the following characteristics:**

- **Trust:** You invest in your fellow team members, and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a "go above and beyond" attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.