



RESTORE PROCUREMENT COORDINATOR

LOCATION:

Chicago, IL

Overview: 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 \$1.5M 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 additional stores based on market demand and potential.

Position Summary: The ReStore Procurement Coordinator is the front-line ambassador for incoming donations and donation scheduling for Habitat for Humanity Chicago ReStore. The role is a crucial member of the ReStore procurement team responsible for facilitating a profitable and sustained flow of donated goods with a high level of donor satisfaction.

Who Should Apply: This is an opportunity for a positive, people-oriented person to directly contribute to Habitat's mission of building homes, communities, and hope. The ideal candidate is detail oriented, possesses a 'donor first' mindset, adaptable in a fast-paced atmosphere, works independently, and thrives on responsibilities.

Key Responsibility: Function (75%) – Donor Communication, Donation Screening, Scheduling & Tracking

- Field and screen a heavy volume of inquiries from multiple communication channels
- Educate current and potential donors about all things ReStore, including donation procedure and acceptance guidelines, and reasoning
- Schedule, and communicate donation pick-ups, adhering to policies, procedures, and productivity goals
- Document and maintain donor records
- Communicate directly with Senior Operations Manager, ReStore Donations Ambassador (drivers), and donors to ensure anticipated, safe and efficient operations
- Educate and supervise procurement volunteers on data entry and phone screening procedures
- Create and provide reports of designated activities including but not limited to donors, contacts, requests, outreach activities, and other metrics that matter to build awareness and ensure plans and projections are on target

Key Responsibility: Brand Ambassador and Operations Support (15%)

- Build and maintain strong relationships with ReStore stakeholders
- Work collaboratively with the ReStore Chicago team and the broader Habitat Chicago organization
- Support ReStore leadership to drive staff development, donations, sales, and profits to further Habitat Chicago's mission
- Effectively communicate the Habitat Chicago mission and ReStore impact to members of the public
- Provide procurement leadership in the absence of the Procurement Manager

- Keep the Procurement Manager appropriately informed of important and sensitive matters
- Maintain a clean, organized, productive, and sustainable working environment which attracts, retains, develops and motivates staff and volunteers
- Embrace technology solutions to effectively track and improve projects, productivity, logistics, impact, donors, inventory, and volunteers
- Provide honest feedback and support to ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Assist and coordinate ReStore donation events
- Other tasks and responsibilities as directed by the ReStore Leadership

Key Responsibility: Teamwork (10%)

As a key ReStore Team member, contribute to our organizational health through enthusiastic collaboration, leadership and personal integrity.

- 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
- Contribute enthusiastically to all organization events, helping as necessary with set up/take down, management, networking, various tasks, etc.
- Engage with all members of team, program participants, and core volunteers.

QUALIFICATIONS*Required Knowledge, Skills & Abilities*

- Outstanding interpersonal and communications skills with individuals and teams characterized by the ability to listen, speak and write well
- Strong data entry and information management skills
- Demonstrates initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and timely follow up
- Knowledge of the greater Chicago area, including street routes, and neighborhoods
- Demonstrated skill and knowledge of, or ability to learn quickly, the technology tools including Microsoft Outlook, Word, Excel, familiarity with Salesforce CRM preferred
- A relationship builder for cooperative, mutually beneficial, and long-term relationships
- Demonstrated ability to learn the internal and external work of Habitat Chicago quickly to represent the mission accurately and persuasively to donors, and prospects
- Adaptability and attitude are key. Must effectively move from one task to another with ease while maintaining a can-do attitude
- Quick, sound, and decisive decision-maker in rapidly changing conditions; anticipating, addressing, and solving problems
- Humility, with a willingness to look chaos in the eye, and get down to the order of business
- Current authorization to work permanently in the United States

Preferred Knowledge, Skills & Abilities

- Bilingual in English and Spanish preferred

Education and Experience

- Familiarity with construction materials, home appliances, tools, furniture and interior design trends
- Personal volunteer experience
- Prior experience with scheduling and logistics a plus
- Prior experience with Salesforce and business visualization a plus

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 that 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.

Position Details

Reports To: ReStore Procurement Manager

Hours: Full-time; Tuesday-Saturday; evenings and weekends meetings as required.

Environment: Habitat Chicago ReStore is located at 6040 N. Pulaski Rd. in Chicago. It is accessible by car or by public transit. This position will have a desk, computer, and phone line in an office.

Conditions: Ability to work at a computer and phone for long periods of time

Compensation: \$17.00 hourly. 30+ vacation/sick/personal days per year. 90% employer paid health insurance; access to dental, life and 401k plans.

FLSA Status: This position is as a Non-Exempt Employee. Employees in positions determined to be non-exempt, as defined by the FLSA and the Department of Labor regulations, are eligible to receive overtime pay at the rate of one and one-half times the regular hourly rate for all hours worked over 40 in a payroll week.

Training: The position will begin with an onboarding period to become familiar with the organization's work and policies; they will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform their responsibilities.

To Apply: Please submit compelling cover letter and resume to helen.quach@habitchicago.org with “ReStore Procurement Coordinator – Your Name” in the subject line by 9/10/2021. Successful applicants will be contacted for interviews.

Habitat for Humanity Chicago values a diverse workplace and strongly encourages women, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.

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, sexual orientation, gender identity, age, handicap, religion, national origin or any other basis prohibited by applicable law.