

Habitat for Humanity

ReStore Associate: Scheduler/Administrative Assistant

SUMMARY: The main responsibility of this position is telephone and other communications, including retrieving all phone messages regarding donation offers and requests for pick-ups by our ReStore truck, scheduling pick-ups and general customer service issues. This position also requires general facility with email, social media and other on-line and computer technology. Secondly this Associate will support as needed other store operations including checking out customers, cash handling and settlement, receiving donations, assisting customers when removing purchases, helping with preparations and set up of donated merchandise and doing light pick-ups. This position requires ability to work well in a collaborative team setting with customers, co-workers and volunteers, flexibility and a strong ethic of providing exceptional customer service. All ReStore Associates must achieve a good understanding of Habitat for Humanity's work and mission and serve as ambassadors for our organization in their daily work and community relations.

Responsibilities

Primary – Scheduler/Administrative Assistant

- Telephone communications: Answer phones to screen donations for acceptance (or not) and to schedule donation pick-ups. Exhibiting good independent judgement within established guidelines and a gracious manner is essential for success in this position.
- Handle other customer service queries and concerns or refer such calls appropriately for follow up.
- Manage the pick-up schedule for donated merchandise, including all related communications with donors, and drivers. Serve as the liaison between the donor and driver throughout the shift and schedule the route for the driver(s)
- Assist with social media including daily posts of new highlighted merchandise for sale, and response to message queries.

Secondary - General Associate tasks

Operational needs may vary day to day, depending on volume of donations and customer activity, and staffing variations (staff or volunteers). This associate will be expected to train in other areas, and be willing to pitch in, as needed by the Manager or Assistant Manager, including but not limited to:

- the front end of the store, as requested including cash handling/POS system, credit card processing and opening and closing the store.
- leading or helping volunteers in accepting and unloading of donations or loading of purchases and preparing donated items for sale
- merchandise display and assistance
- other leadership and support of ReStore's volunteer corps
- general customer and donor service, personally or on the phone

-other, as needed, related to ReStore and Habitat operations.

Work schedule: Regular schedule is expected to be Tuesday through Saturday. Some flexibility in schedule, to assist on other days the store is open (Monday) is a plus. Flexibility/willingness to switch to a Monday – Friday schedule, if requested is required as needed.

Qualifications

Excellent customer service skills, both in person and on the phone

A gracious and welcoming manner

Strong organization and administrative skills

Ability to manage mapping (such as Google Maps) and follow up logistics associated with scheduling drivers and responding to donors in a timely fashion

Proficient computer skills including working with Microsoft Office and proficient use of social media platforms, office equipment, and technology

Ability to work independently, exhibiting good judgement, following instructions and general guidelines

Successful experience working in a team environment

Ability to multi-task, set priorities and meet deadlines

Knowledge of building supplies and pricing of household items a plus

Ability to routinely perform light to moderate lifting and moving of merchandise

Education

HS Diploma; Associated Degree a plus

Reports to: ReStore Assistant Manager

Days and hours for position

This is a 40 hour full time position, Tuesday through Saturday, 8:30 to 5:00 with a non-paid ½ hour for lunch as per company policy. Flexibility to work other hours may be needed at times.

Other requirements

Employment offer will be contingent upon outcome of required background check and pre-employment physical

Knowledge of Cape Cod area and roadways a plus

Ability to pick up and move light to moderate-weight items

Current MA driver's license with good driving record and ability to drive ReStore box truck a plus

Ability to lift up to 50 lbs. a plus

Other information

This is a 40 hour/per week position, non-exempt/hourly. Involves handling confidential information and affiliate resources.

Requires the physical ability to sit, walk and or stand for prolong periods of time.

Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin or disability or any other protected categories.