

Position: Habitat for Humanity Store **Customer Service/ Truck Assistant**

Part-time Hourly Position: \$18 per hour, benefits offered after 60-days of employment, medical at 75% paid by Habitat Clallam and 25% paid by employee, vision and dental 100% paid by Habitat Clallam. Typical work week **Wednesday-Friday * 9:00 am- 5:30pm with a ½ hour unpaid lunch.** May vary seasonally, primarily based in Port Angeles; some work outside normal business hours is expected, including Saturdays.

Reports to: Retail Store Director

Qualifications: High School diploma or equivalent required, college degree preferred. Retail experience desired.

Requirements/Skills: Must be “team oriented, committed to customer service, have very good people skills and understand own knowledge limitations. Should have the ability to be “customer friendly” yet firm. Candidate must be friendly yet industrious. Must be able to lift and move heavy objects/furniture- minimum of 75 lbs with assistance. Good communication skills, phone presence, and positive professional demeanor required. Needs to be organized and able to work with others to organize ever-changing inventory in existing space.

Familiarity with e-mail, Microsoft Excel and Word are desirable. Good communication skills (both verbal and written) are necessary. Must be able to clearly and passionately articulate the mission of Habitat for Humanity and the Store.

Must possess a valid Washington State driver's license.

Must be able to pass a background check, driver's abstract, and drug test.

Paid Holidays: New Year's Day, MLK Jr. Day, President's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Day and (Christmas Break). Monthly accrued vacation time, personal time, and sick time for full-time positions.

Truck Assistant responsibilities include:

- 1- Scheduling pickups.
- 2- Understanding and using Thrift Cart Pick-up Software.
- 3- Back-up Driving when needed and loading the truck for pickups.
- 4- Making go/no-go decisions on acceptability of donations at point of pickup/receipt.
- 5- Provide receipts for all donated goods.
- 6- Unloading truck following pickups.
- 7- Weekly inspection and maintenance check on truck and truck equipment.
- 8- Clean interior and exterior of truck as needed.
- 9- Adherence to all safety regulations at store.
- 10- Minor repairs (within capability) such as replenish fluids, replacing lights, securing interior “tie-downs”, etc.
- 11- Adherence to all driving/traffic rules and regulations.
- 12- Assist in keeping warehouse clean and organized.
- 13- Assist in cleaning, testing, and processing donations.

Customer Service Representative responsibilities include:

1- Customer Service Representative.

Customer Service Representative will develop sufficient knowledge of merchandise and store procedures to serve as Representative On Duty (primary “go to” person for volunteers and customers). Resolve customer or service problems by clarifying the customer’s complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction; and ensuring follow up to the resolution.

2 – Routine cleaning

Assist with overall store and truck cleanliness.

3- Store assistance

All other duties as assigned by Store Director.

This includes but is not limited to, product testing/repair/& cleaning, marketing, sales, social media promotion, and participation in various community fundraising events.

4- Safety

Keep an eye out for potential safety hazards and eliminate them or bring them to the attention of someone who can.

Look out for the safety of all staff and volunteers as well as customers.

APPLICATION PROCESS (NO CALLS OR WALK-INS PLEASE):

If you’re interested in joining our team, please *send a cover letter, resume to storedirector@habitatclallam.org* no later than: 04/01/2023

Employment is contingent upon completion of a satisfactory background check.

Habitat for Humanity of Clallam County is an Equal Employment Opportunity employer.

Applicants are considered without discrimination with regard to race, color, religion, sex, national origin, age, disability or other protected status.

If you are selected for an interview, you will be contacted by a representative of Habitat for Humanity of Clallam County.