



**Position: Store Customer Service / Donation Receiving Assistant**

**Reports to:** Store Manager

**Qualifications:** High School diploma or equivalent required. Retail and/or Repair experience desired.

**Requirements/Skills:** Must be "team oriented", committed to customer service, have excellent people skills and understand your own knowledge limitations. Candidate must be friendly and industrious. Must be able to lift a minimum of 75 lbs. Previous experience in retail and/or repair environments preferred. Good phone presence and positive and professional demeanor required. Needs to be organized and able to work alone and with others to organize and repair ever-changing inventory in existing space.

Familiarity with email, 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 of Clallam County and the mission of the Habitat Store. The ability to work effectively and sensitively with a diverse group of people and the ability to represent/ possess an understanding of our Christian organization is required. A valid driver's license and reliable transportation are necessary.

**Must possess valid Washington State driver's license.  
Must be able to pass background check, drivers abstract, and drug test.**

**HOURS AND BENEFITS:**

25-hours per week, may vary seasonally, primarily based in Port Angeles Habitat Store; some work outside normal business hours is expected. Tuesdays through Fridays 12:00pm-5:30pm with a ½ hour lunch, and Saturdays 12:00pm-5:00pm with a ½ hour lunch.

Paid Holidays: New Year's Day, MLK Jr. Day, President's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after, and Christmas Day. (Christmas Break- after 90 days).

Monthly accrued vacation and sick time. (Available for use upon completion of initial 90-day probationary period.)

**Customer Service Job responsibilities include:**

**1 - Customer service/Volunteer resource.**

Job will include answering questions, providing supervision of volunteers and customers, assisting with merchandise, clarifying policies, resolving disputes, answering phone, greeting customers.

**2- Donation Acceptance/ Testing and Repair**

Examine and inspect all incoming donations for quality and condition. Determine what donations are acceptable as per HFHCC policies and procedures. Process items by cleaning, servicing, making any minor repairs, and assist in pricing items for sales floor or storage in warehouse. Must have the

necessary communication skills and positive attitude to at times turn away unacceptable donations, while still providing excellent customer service and maintaining good relations with any/all donors. Provide donation receipts as requested and keep ongoing tally of donations received.

### **3 – Merchandising**

Assist staff and volunteers to prepare appropriate space for incoming items.  
Facilitating the logical and attractive display of merchandise.

### **4 – Cashier assistance**

Bagging, facilitating checkout, covering cashier absences

### **5 – Volunteer assistance**

Add jobs to daily list  
Supervise and facilitate utilization of volunteers.

### **6 – Routine cleaning –**

Assist with overall store cleanliness. Organize and clean receiving work area. Maintain inventory of necessary cleaning supplies.

### **7 – Customer Assistance**

Help load and unload purchased or donated items as needed.

### **8 - Safety**

- Keep an eye out for potential safety hazards and eliminate them or bring them to the attention to someone who can.
- Look out for the safety of other paid and volunteer staff.

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

**If you're interested in joining our team, please send a cover letter, resume and salary requirements to [storemanager@habitatclallam.org](mailto:storemanager@habitatclallam.org) no later than: February 28<sup>th</sup>,2022.**

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

**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.**

**Employment with Habitat for Humanity is voluntary and is subject to termination by you or Habitat for Humanity, "At Will", with or without cause, and with or without notice, at any time.**