



## POSITION DESCRIPTION

<i>Title:</i> <b>Donations/Receiving Associate</b>	<i>Employment Status:</i> <b>Full-Time</b>
<i>Department:</i> <b>ReStore</b>	<i>FLSA Status:</i> <b>Non-Exempt</b>
<i>Reports to:</i> <b>ReStore Receiving Supervisor</b>	<i>Supervises:</i> <b>Volunteers/Interns</b>

### MISSION:

**Seeking to put God's love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities and hope.**

At Pikes Peak Habitat for Humanity our vision is a world where everyone has a decent place to live. With your hard work as a member of the Habitat ReStore staff, proceeds generated by the ReStore are re-invested by Pikes Peak Habitat for Humanity to fund new homes for qualifying hard-working, low-income families. Habitat homeowners achieve the strength, stability and independence they need to build a better life for themselves and their families.

### GENERAL DESCRIPTION:

As a ReStore Donations/Receiving Associate you are primarily responsible for all aspects of intake of merchandise from donors with excellent customer service, maintaining a clean, organized, and efficient Donation Center for processing, working with and supporting volunteers, and assisting Donation Ambassador Drivers with loading or unloading trucks from donation pickups. This includes ensuring all donors and customers are receiving outstanding service, safety and quality control on all donations is maintained, appropriate pricing and recycling procedures are followed, and complete merchandising of all merchandise produced.

### PRIMARY RESPONSIBILITIES:

- Provide superior service to all donors and customers.
- Promote and maintain a safe and efficient work environment.
- Maintain an effective, positive, and communicative relationship with ReStore management, staff, volunteers, Habitat homeowners, and ReStore donors and customers.
- Provide direction and leadership with new hires and volunteers to ensure their training is comprehensive in proper production/pricing/merchandising according to set guidelines and standards.
- Screen all product for usability quality control according to set guidelines of acceptable donations or recyclable material (to maintain low cost of trash pickups).
- Guarantee safe and prompt loading or unloading of all donors' merchandise.
- Maintain safe procedures in all areas. (Examples: during any forklift use, while carefully handling merchandise in receiving, production, merchandising, or recycling.)
- Represent Habitat in a positive manner with a comprehensive understanding of Pikes Peak Habitat for Humanity ReStore's mission.

### GENERAL DUTIES:

- Assist with organization of donation receipts and donor zip codes.
- Make minor repairs, clean, test, process, and merchandise donated merchandise.
- Openly communicate with and assist Donation Ambassador Drivers with loading or unloading trucks from donation pickups.

- Perform daily cleaning, straightening, and organizing of the Donation Center and outdoor sales lot to maintain an efficient, neat, and comfortable work and shopping environment for all staff, volunteers, and customers.
- Safely operate a forklift upon certification.
- Keep all storage areas neat and organized.
- Demonstrate a willingness to cross-train in other areas of ReStore operations.
- Any other duties assigned by ReStore management.

**REQUIRED SKILLS/ EXPERIENCE:**

- Attentive listening and respectful communication skills required. Additionally, experience working with people in a respectable manner to provide excellent service.
- Ability to move and lift 50 lbs. unassisted and 75 lbs. assisted.
- Ability to safely climb in and out of the cabin and box of a box truck.
- Ability to work 8 hours with considerable walking, lifting, standing, bending, kneeling, and reaching.
- Punctual, dependable, self-starter, and team worker.
- High school diploma or equivalent required.
- Must pass a Criminal Background Check and Sexual Offender Check.
- Must provide proof of personal car insurance coverage.

**WORK ENVIRONMENT AND CONDITIONS:**

- This position is non-exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay
- This position is full-time in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week and the ReStore is open Monday – Saturday 9am-5pm. Most staff will be required to work Saturdays.
- Exterior and interior working environment during a variety of weather conditions.

**ACCOUNTABILITY:**

- The applicant/team member shall be:
  - In agreement with the job description
  - In agreement with the policies and guidelines of Pikes Peak Habitat for Humanity

**EQUAL EMPLOYMENT OPPORTUNITY:**

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard or consideration for race, color, religion, sex (including pregnancy, sexual orientation or gender identity), national origin, disability, age (40 or older) or genetic information (including family medical history) or any other basis protected by federal, state or local law.

**APPLICATION TIMELINE & INSTRUCTIONS:**

- Position will remain open until filled
- Apply on our website at [pikespeakhabitat.org/employment](http://pikespeakhabitat.org/employment)
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position’s preferred levels of education and experience contained within this job description

**NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**