



POSITION DESCRIPTION

<i>Title:</i> ReStore Associate	<i>Employment Status:</i> At-Will
<i>Department:</i> ReStore	<i>FLSA Status:</i> Full Time, Non-Exempt
<i>Reports to:</i> ReStore Operations & Assistant Managers	<i>Supervises:</i>

MISSION:

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

GENERAL DESCRIPTION:

This position is responsible for providing customer service to all customers and donors in the ReStore. This person also provides education and assistance to customers throughout the store and works to properly merchandise the store.

CORE RESPONSIBILITIES:

- Uphold the store and customer service policies, guidelines, and procedures.
- Ensure consistent and efficient store operations to provide an enjoyable customer experience.
- Assist customers through the entire purchase process, communicating customer needs with other staff members as necessary.
- Assist donors in dropping off their donation, filling out paperwork, and thanking them.
- Notify managers when needing customer support.
- Stocking and merchandising store displays and shelves with furniture, paint, light fixtures etc.
- Removing damaged or incomplete items and disposing correctly per managers requests, cleaning displays as necessary and arranging remaining items attractively and compactly in preparation for new product.
- Research and price merchandise on the sales floor and make sure all merchandise is priced.
- Other duties as assigned.

REQUIRED SKILLS/EXPERIENCE:

- Knowledge of Pikes Peak Habitat for Humanity's mission and vision.
- Has a clear understanding of the big picture of the ReStore and its part in the mission.
- Must pass a Criminal Background check and Sexual Offender check.
- Must be an active listener and able to engage customers in a friendly and helpful manner.
- High school diploma or general education degree (GED) required.
- Customer service and sales experience preferred.
- Ability to lift 50 pounds. Job entails bending, lifting, kneeling, and reaching, often in awkward and tiring positions.
- Forklift certification will be recommended.

- Valid driver's license.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals in this position will generally work indoors and will have a workspace designated solely for him/her. Necessary office furnishings, equipment and supplies will be provided by Pikes Peak Habitat. While performing the duties of this job, the employee may periodically be required to work outdoors and would be exposed to weather conditions prevalent at the time. The employee may periodically be required to work in an offsite environment or at special events, and from time-to-time may be asked to travel on Pikes Peak Habitat business, at the affiliate's expense. The noise level in the work environment is usually moderate.

JOB STATUS:

- 1) FLSA Classification: 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.
- 2) Full- or Part-Time: This position is **full-time** in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week. The ReStore is open Monday – Saturday 10am-6pm. Most staff will be required to work Saturdays.

EQUAL EMPLOYMENT OPPORTUNITY:

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to \$14-\$16 per hour depending on experience.

- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
 - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays.

APPLICATION TIMELINE & INSTRUCTIONS:

- Position will remain open until filled
- Apply on our website at 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**