



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> Volunteers

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.
- Have a clear understanding of the big picture of the ReStore and its part in the overall 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:

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone 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 \$15 - \$17 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.**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God’s love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.