



POSITION DESCRIPTION

<i>Title:</i> ReStore E-commerce Associate	<i>Employment Status:</i> Full Time – At Will
<i>Department:</i> ReStore E-commerce	<i>FLSA Status:</i> Non-Exempt
<i>Reports to:</i> Director of ReStores	<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 managing and optimizing the on-line store, driving sale growth, and providing a seamless on-line shopping experience for our E-commerce customers. This is accomplished through photographing, listing, packaging, and shipping products as well as clarification assistance to customers when needed and properly maintaining the E-commerce warehouse for efficiency. Ensuring product quantities, inventorying processes, receiving, staging, and shipping procedures are followed to prevent loss.

Responsibilities:

General Duties:

- Quickly and efficiently process goods across all product categories as directed.
- Check the condition of items to ensure they meet the defined quality standards.
- Maintain established productivity goals without a loss of quality work.
- Clean and prepare goods for sale as needed.
- Facilitate the flow of goods throughout the sales cycle, i.e., receiving, processing, photography, listing, stocking, reverse logistics, etc.
- Receives, moves and places carts, containers and/or pallets containing donations, trash, and As-Is for processing in designated areas.
- Loads and unloads containers and transports products to appropriate areas.
- Tracks production output as well as product levels and records on appropriate forms.
- Places appropriate storage labels on containers.
- Maintains work areas in a neat and orderly manner with clean-up activities performed throughout the day.
- Adhere to all policies and procedures as outlined in the PPHFH Personnel Handbook.
- Other duties as assigned by a lead or manager.

E-commerce Specific Duties:

- Enter product data into spreadsheets or other applications to list items online.
- Create product content using keywords relating to the product to promote sales.
- Develop a plan to drive sales and growth for the E-commerce store.
- Analyze customer data to optimize product offerings, pricing, and promotions.
- Oversee website maintenance, ensure on-line store is visually appealing, easy to navigate, and furnished with accurate, up-to-date content.

- Provide local pickup service to customers with a focus on loss prevention.
- Pull orders from listed stock area and prepare for shipping aimed at timely and accurate delivery.
- Process book orders with proper packaging, labeling, and sorting.
- Stock and order shipping supplies as necessary.
- Post products/inventory on-line for viewing and ordering.

Volunteer Support:

- Help management identify volunteer needs for E-commerce through communication with Director of ReStores and ReStore Volunteer Coordinator.
- Walk through the E-commerce area weekly to gain an understanding of current volunteer projects and needs. Inform management of all incidents regarding safety.
- Ensure successful volunteers' days: signing volunteers in/out, providing orientation, safety briefing, help to guide them to complete tasks, and help put away tools and clean up working area(s).

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.
- Understanding of E-commerce platforms and web analytics tools.
- Experience with website, on-line posting, and order fulfillment processes preferred.
- General knowledge of arithmetic and ability to use a measuring tape required.
- Experience in material handling.
- Ability to lift 50 pounds. Job entails bending, lifting, kneeling, and reaching, often in awkward and tiring positions.
- Strong organizational skills, self-motivated, and the ability to work independently or with others in a closed space.
- Valid driver's license.

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.

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 9:30 am - 6:00 pm. Most staff will be required to work Saturdays.

Compensation and Benefits:

- The hiring range for this position is projected to be \$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 and 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.