



POSITION DESCRIPTION

<i>Title:</i> Donation Ambassador Assistant	<i>Employment Status:</i> Full Time, At-Will
<i>Department:</i> ReStore	<i>FLSA Status:</i> Non-Exempt
<i>Reports to:</i> ReStore Donations Supervisor	

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:

As a Donation Ambassador Assistant, you are primarily responsible for working with the Donation Ambassador Driver for the safe loading and unloading of donated merchandise from donors’ homes/businesses to the ReStore using ReStore box trucks. This includes ensuring all donors and customers receive outstanding customer service, safety, and quality control on all donated materials.

PRIMARY RESPONSIBILITIES:

- Provide superior service to all donors and customers.
- Promote and maintain a safe and efficient work environment.
- Maintain an effective and communicative relationship with ReStore management, staff, Donations Manager, volunteers, Habitat homeowners, and ReStore donors, volunteers, and customers.
- Guarantee safe and prompt loading and unloading of all donors’ merchandise on box trucks.
- Screen all products for usability quality control according to set guidelines of acceptable donations or recyclable material (to maintain low cost of trash pickups).
- Maintain safe procedures in all areas. (Examples: while driving box trucks, using lift gate, during any forklift use, while carefully handling merchandise during loading and unloading, in receiving, and while recycling.)
- Maintain high levels of awareness while in receiving, entrance or recycling areas
- Represent Habitat in a positive manner with a comprehensive understanding of Pikes Peak Habitat for Humanity ReStore’s mission.

GENERAL DUTIES:

- Demonstrate a willingness to cross-train with other ReStore operations, such as training to drive box trucks, receiving areas, or working the ReStore floor
- Provide donation receipts to donors and maintain organization of donation receipts and donor zip codes.
- Openly communicate with Receiving Associates about pickups and take the lead on unloading trucks from donation pickups with the assistance of volunteers and Receiving Associates.
- 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.



- Any other duties assigned by ReStore management.

REQUIRED SKILLS/ EXPERIENCE:

- Excellent customer service working with all donors and clients
- Active listening and communication skills
- Ability to move and lift 75 lbs. unassisted.
- 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.
- Must provide proof of a valid driver's license and maintain a good driving record.

PHYSICAL DEMANDS:

While performing the duties of this job the employee will be required to stand; walk; sit; get in and out of vehicles; use hands to 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 75 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. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

WORK ENVIRONMENT:

Individuals in the position will generally be working indoors and outdoors in all types of weather. Getting in and out of vehicles while loading and unloading donations. The noise level in this environment is usually moderate, but may sometimes be high depending on the task. Pikes Peak Habitat will provide all necessary furnishing, office, and safety equipment. The employee may periodically be required to work in an off-site 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.

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) This position is **full-time** in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week. The schedule will typically be Monday – Friday or Tuesday – Saturday, 6:30 am – 2:30 pm. This schedule may change depending on the weather and needs of the ReStore.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to be \$16 - \$19 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/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays. Short-term disability is available through the Colorado FAMLI program.



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**

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.

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.