



Position: ReStore Sales Associate – Full Time

Reports to: ReStore Branch Operations Manager

Position to start: August 2020

Typical Work Week: 5 days/week
Tuesday – Sunday, with occasional early morning/evenings

Team: Retail

Status: Full Time - Hourly

External Posting: August 2020

Organization Description

DuPage Habitat for Humanity is a locally run affiliate of Habitat for Humanity International, a nonprofit, ecumenical Christian housing organization. Habitat for Humanity's mission is "Seeking to put God's love into action, Habitat brings people together to build homes, community and hope." Our vision is a world where everyone has a decent place to live. We build homes that are sold to qualifying families with a price structure so that no more than 30% of their household income is used for their mortgage payment.

DuPage Habitat is in the midst of substantial growth and development. We are a midsized affiliate serving over 20 families per year and we have an aggressive growth plan that will continue to increase the number of families served throughout the foreseeable future. We are seeking to make a long-term impact on the supply of affordable housing in DuPage County and the lives of Habitat homeowners.

ReStores are thrift stores that sell used, over-stock, discontinued, and slightly damaged building materials, appliances and furniture with a primary goal to provide a revenue stream used to support the construction of homes for Habitat's housing ministry. An additional goal is to help the environment by repurposing household items and construction materials that would otherwise be thrown out and end up in a landfill. The concept was developed over 20 years ago but has experienced exceptional growth over the past 5 years. The collective revenue for all Habitat ReStores last year was \$350,000,000 and it is anticipated that within the next decade it will be a billion dollar business.

DHFH introduced first ReStore in a facility located in Addison in 2011 and is currently in the top 5% of performance for ReStores nationally. In late 2018, the Aurora ReStore started to integrate into DHFH operations as well. In 2019, we began to partner with Chicago South Suburbs Habitat for Humanity. The ReStore is staffed with a combination of paid employees and volunteers.

SUMMARY JOB DESCRIPTION:

The ReStore Sales Floor Associate will work under the direction of DuPage Habitat for Humanity's ReStore Management team to assist in retail operations from one of the three locations operated by the affiliate's retail division.

Must be "team oriented", committed to customer service, have very good people skills and understand own knowledge limitations. Should have ability to be "customer friendly" yet firm. Ability to handle money, make change, change paper on machines, etc. required. Candidate must be friendly, yet industrious. Good phone presence and positive and professional demeanor required. Needs to be organized and able to work with others to organize ever-changing inventory in existing space.

CORE RESPONSIBILITIES:

1 - Customer service/Volunteer resource.

Job will include answering questions, providing supervision of staff, volunteers and customers, assisting with merchandise, clarifying policies, answering phone, greeting customers.

2 – Back Room Management

Responsible for seeing that all items are priced and organized.

Assist in pickups and acceptance of donations.

Coordinates customers in movement of merchandise for inspection and/or purchase.

Assist managers with incoming donations so that clean, priced merchandise flows from the back room to the show room in an efficient & quick manner.

Assist with driving and picking up donations when necessary.

3 – Sales Floor Management

Assist staff and volunteers to prepare appropriate space for incoming items.

Facilitate the logical and attractive display of merchandise.

Assist customers with purchase decisions and selling items.

Utilize incoming donations and merchandise to meet assigned sales goals.

4 – Team Leadership

Motivate team of staff and volunteers to meet current organizational goals while providing a fun and dynamic place to work.

5 – Volunteer assistance

Add jobs to daily list.

Supervise and facilitate utilization of volunteers.

Help volunteers sign up for work, check-in/out on computer if necessary.

6 – Office assistance

Make in-store promotional signs, price tags, etc. as needed.

Provide information for social media postings

7 – Safety

Organize daily safety meetings with all staff and volunteers.

Ensure that all policies are followed as outlined in safety manual and update the manual as needed for changes in policy, law, or circumstances.

Identify safety hazards and eliminate them or bring them to the attention to someone who can mitigate them.

KNOWLEDGE, SKILLS, ABILITIES:

- ✓ Enthusiasm, teamwork focused, and strong customer service skills

- ✓ Excellent written and verbal communication skills, including public speaking
- ✓ Effective leadership and team building skills
- ✓ Strong organizational skills and attention to detail
- ✓ Familiarity with Volunteer Scheduling programs, such as Galaxy Digital or similar applications
- ✓ Self-motivated, able to work independently with minimal supervision
- ✓ Possess tact, diplomacy and flexibility
- ✓ Supervisory skills
- ✓ Experience with federally funded programs preferred, but not required

EDUCATION, EXPERIENCE:

- ✓ 3 years' experience in the field of retail experience & customer service
- ✓ 1-2 years staff supervisory experience
- ✓ Personal volunteer experience and commitment to volunteerism in community service

JOB QUALIFICATIONS

Dedication to the philosophy and passion for the ministry of Habitat. Familiarity with Habitat's affiliate program and/or ReStore is preferred. Available for a work week of Tuesday through Sundays. Strong supervisory (for staff and several volunteers) and interpersonal skills and experience required. A background in furniture, construction and building materials helpful. Must possess the ability to accomplish simultaneous tasks; self-motivation; the ability to adapt to a changing environment; the personality to work well with volunteers; good cheer; vision; creativity; and sense of humor. Physical stamina desirable for some lifting. Bilingual Spanish-speaker preferred.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

Driving a 20 foot box truck, operating a fork lift and the ability to move and handle furniture and fixtures which will require lifting up to 50 lbs is necessary. The ability to move and handle furniture and fixtures which will require lifting up to 50 lbs is necessary. The position is classified full-time, hourly at a rate of \$12.50/hour. Anticipated work schedule is Tuesday through Sunday, with 32-40 hours per week expected.

HOW TO APPLY

DuPage Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability. Please submit resume and cover letter via email to Jobs@dupagehabitat.org. No calls please.