



### **TITLE: Receiving Specialist**

Habitat ReStore is a home improvement center that accepts donated goods from retailers, manufacturers, contractors and homeowners. Building supplies, appliances, furniture, housewares and more are then sold, at great prices, to the general public. The store's operations generate funds to sponsor homes and support the Monroe County affiliate of Habitat for Humanity and its programs.

The **Receiving Specialist** will shape the ReStore experience by providing a consistently top-tier customer service experience. This individual will report to, and work closely with the Receiving Manager, other Receiving Specialists and volunteers to safely load and unload vehicles during pick-ups and drop-offs and carry out the back-room to sales floor workflow to safely, quickly and effectively merchandise new items on the sales floor. S/he will also work with the Operations Manager to carry out the daily truck pickup schedule and represent Habitat for Humanity of Monroe County in the community.

### **MISSION STATEMENT**

ReStore is profitable and meaningfully contributing to the elimination of substandard housing in Monroe County while minimizing landfill waste, providing low-cost home improvement materials to the public, and increasing Habitat's visibility in the local community.

### **Duties & Responsibilities**

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- S/he promotes a positive, team-oriented environment in which all staff, donors, and volunteers are respected and valued by:
  - Reinforcing the Habitat for Humanity mission throughout the donation process
  - Treating all donors with the utmost respect and gratitude
  - Training volunteers in the receiving area and on our trucks
  - Ensuring a pleasant and fulfilling volunteer experience
- S/He oversees the timely processing and pricing of all donated items by:
  - Maintaining a highly organized and safe warehouse
  - Safely loading and unloading our trucks and donor/shopper vehicles
  - Quickly and safely moving items from the warehouse to the proper location on the sales floor
- S/He manages an optimally-running warehouse and showroom by:
  - Maintaining safe and shoppable showroom in part by delegating organizational duties to intake volunteers
  - Operating forklift, truck, and other equipment as needed
  - Keeping aesthetic appeal in mind while moving merchandise onto showroom
  - Subscribing to a team approach and pitching in to remedy any urgent issues even when they fall outside of the regular responsibilities of this role

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Strong customer service
- Ability to identify and efficiently delegate tasks in a fast-paced, rapidly-changing environment
- Must be able to operate ReStore equipment such as: vehicles, forklifts, pallet jacks, cash register, calculator and computer
- Must be highly organized
- Ability to communicate skillfully with customers, donors, employees, volunteers, and others in HfHMC
- Ability to adapt to a rapidly-changing environment and manage shifting priorities
- Ability to maintain accurate records
- Basic computer skills, including word processing, spreadsheets, internet, and email
- Possess a valid unrestricted Indiana driver's license
- ReStore is a physically demanding environment, our candidate must be in good general health and able to bend, stoop, reach, climb a ladder and frequently lift 70 pounds or more (repeatedly). Walking and/or standing throughout shift required.

### **MINIMUM REQUIREMENTS:**

- Experience: Two years minimum experience in customer service environment

*It should be understood that mutual respect, willingness to work together as a team and ongoing communication between staff persons and key volunteers is essential to the success of Habitat.*