



We build strength, stability, self-reliance and shelter.

JOB TITLE: ReStore Receiving Specialist

POSITION VISION AND SUMMARY:

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. The person 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.

DUTIES & RESPONSIBILITIES

- 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
- 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
- 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 and able to maintain accurate records
- Ability to communicate skillfully with customers, donors, employees, volunteers, and others in Habitat
- Ability to adapt to a rapidly-changing environment and manage shifting priorities
- Basic computer skills, including word processing, spreadsheets, internet, and email
- Possess a valid unrestricted Indiana driver's license
- ReStore is a physically demanding environment; 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:

- Two years minimum experience in customer service environment

ABOUT HABITAT FOR HUMANITY OF MONROE COUNTY

Habitat for Humanity of Monroe County is a nonprofit housing organization dedicated to building simple, decent, affordable homes in partnership with those in need in Monroe County. More than 20 percent of Monroe County residents live in poverty, the highest percentage in Indiana. Since 1988, our affiliate has been able to house over 700 people, including more than 400 children. For more information, visit www.monroecountyhabitat.org.

OUR ORGANIZATIONAL MISSION AND VISION

Our mission is to eliminate poverty housing by building decent, affordable homes in partnership with qualifying families. Our vision at Habitat has always been the same—a world where everyone has a decent place to live.

Mutual respect, a willingness to work together as a team. and ongoing communication between staff persons and key volunteers is essential to the success of Habitat.