



<b>Original Date:</b>	
<b>Job Req#/Date:</b>	
<b>Revised Date:</b>	08/01/2017
<b>Approved By:</b>	

**Job title:** Donations Ambassador/Driver/Warehouse Associate

**Work Location:** Restore

**Division/Department:** Restore/Warehouse

**Reports to:** Assistant Manager, Warehouse

<input checked="" type="checkbox"/> <b>Full-time</b>	<input type="checkbox"/> <b>Exempt</b>
<input type="checkbox"/> <b>Part-time</b>	<input checked="" type="checkbox"/> <b>Nonexempt</b>

**General Responsibilities:**

- Uphold the Mission, Values and Promises of Greensboro Habitat for Humanity
- Represent HHGG in the Greensboro community, with Habitat International and among other Habitat affiliates
- Promote an environment where volunteers are productively engaged in the organization’s work
- Promote an environment where staff members are strongly encouraged to participate in faith formation activities.
- Keep informed of innovation, trends and best practices. Seek to regularly initiate and implement creative practices and programs to achieve greater operational efficiency and productivity.
- Demonstrate excellent communication skills, including:
  - the ability to write and speak clearly and effectively,
  - an aptitude for listening to others, and
  - a capacity to engage, inspire and persuade
- Create an environment where safety of staff, volunteers and homeowners is a high priority.

**Essential Duties and Responsibilities:**

- Work various functions of the Restore including customer service, cashiering, sales, pricing, shelving, cleaning, and maintenance.
- Work with staff and volunteers to maintain a clean and safe working environment.
- Maintain a co-operative working relationship with fellow employees.
- Safely Drive and/or work on the box truck to pick up residential and commercial donations of building materials, furniture, appliances and other goods as directed by ReStore management.
- Ensures proper loading and unloading of these items and if needed placing on showroom floor.
- Maintain compliance with all company policies and procedures
- Greet all donors in a friendly manner and act as an ambassador for Habitat for Humanity’s mission in our community.
- Assist other staff in keeping all ReStore trucks and equipment clean and well-maintained.
- Assist other staff and volunteers with other store activities including unloading donations, loading purchases, maintaining store safety and cleanliness, pricing and merchandising donations.
- Provide training and supervision to staff and volunteers as needed.

- Identify ways to continually improve efficiency and safety of the donation pick-up process.
- Maintain the store in a clean and orderly manner Receive donations according to acceptability standards
- Help load and unload merchandise and assist in pricing and merchandising inventory as it is received
- Perform other duties as assigned

### **Other Related Skills**

- General knowledge of hand and power tools.
- Experience driving large trucks.
- Problem-solving .
- First Aid.

### **Requirements :**

- Integrity, credibility, commitment to Habitat's mission.
- Attention to detail.
- Ability to relate to people with diverse backgrounds.
- Friendly and courteous with good customer service skills.
- Able to work outdoors, even in inclement weather.
- Follows all driving regulations and safety standards.
- Effective communication and listening skills.
- Able to safely operate a 16-foot box truck with a lift gate.
- Able to safely move heavy donations using dollies and other provided tools.

### **Education and/or Work Experience Requirements:**

- High school diploma or GED required
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

### **Other requirements:**

- Valid North Carolina driver's license required with a clean driving record.
- 40 hour rotating 3-day weekly schedule, some Saturday's required
- Proper dress required
- Employment offer will be contingent upon passing the following
  - Criminal Background check subject to Senior Staff review
  - Drug test
  - Doctor's physical examinations

### **Relationships:**

**Internal:** Able to work in and maintain a team environment with Restore and other Habitat staff,

as well as with regular customers.

**External:** Able to work with customers, volunteers and donor clientele; able to deal with a variety of personalities and maintaining a professional attitude in difficult situations.

**Physical Requirements:**

- Able to drive various organizational vehicles:
- Able to stand on concrete floors, bend, reach, lift, climb in and out of trucks and commercial vehicles, climb on and off loading docks all throughout each eight (8) hour work day.
- Able to lift, walk with, climb up and down stairs and loading ramps and docks, and load onto trucks, shelves and displays, 25-75 lbs. of boxed and loose material, furniture, appliances and building materials.
- Able to work with co-worker(s) to cooperatively lift and load furniture, appliances and building materials weighing 100-150 lbs.

Physical Demands	Lift/Carry
<ul style="list-style-type: none"> <li>• Stand • F (Frequently)</li> <li>• Walk • F (Frequently)</li> <li>• Sit • C (Constantly)</li> <li>• Handling / Fingering • F (Frequently)</li> <li>• Reach Outward • F (Frequently)</li> <li>• Reach Above • F (Frequently)</li> <li>• Shoulder • F (Frequently)</li> <li>• Climb • F (Frequently)</li> <li>• Crawl • F (Frequently)</li> <li>• Squat or Kneel • F (Frequently)</li> <li>• Bend</li> </ul>	<ul style="list-style-type: none"> <li>• 10 lbs or less • O (Occasionally)</li> <li>• 11-20 lbs • F (Frequently)</li> <li>• 21-50 lbs • F (Frequently)</li> <li>• 51-100 lbs • F (Frequently)</li> <li>• Over 100 lbs • O (Occasionally)</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Push/Pull • C (Constantly)</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• 12 lbs or less • O (Occasionally)</li> <li>• 13-25 lbs • F (Frequently)</li> <li>• 26-40 lbs • F (Frequently)</li> <li>• 41 -100 lbs • F (Frequently)</li> </ul>

N (Not Applicable) Activity is not applicable to this occupation.  
 O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
 F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
 C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

**Print Employee Name:**

**Employee signature:**

**Date:**

**Director Approval:**

**Date:**

**Equal Opportunity Information**

*Habitat for Humanity of Greater Greensboro is an Equal Employment Opportunity organization.*

Habitat policy prohibits discrimination based on race, sex, color, creed, national origin, age, citizenship, mental or physical disability or veteran/reserve/National Guard or any other similarly protected status. The information requested below will in no way affect you as an applicant. Its sole use will be to see how well our recruitment efforts are reaching all segments of the population.

Employment with Habitat for Humanity Greater Greensboro is a voluntary one and is subject to termination by you or Habitat for Humanity Greater Greensboro at will, with or without cause, and with or without notice, at any time.