



**POSITION TITLE:** ReStore Associate (cashier, donation processing, general customer service, donations ambassador)

**REPORTS TO:** ReStore Managers

**CLASSIFICATION:** Full-Time / Part-Time, Hourly

**HOURS:** Varied within typical ReStore operating hours, must have open availability on Saturdays

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**POSITION SUMMARY:**

ReStore Associates are expected to learn all aspects of customer service, including cashiering, processing donations, loading customer purchases, assisting with community donation pick-ups, and stocking the sales floor. This is specifically accomplished through the following roles and responsibilities.

**PERFORMANCE ROLES:**

- ReStore Associate – Serve as the face of Habitat to our donors & customers
- Team role – Function as a member of the Habitat team, working together to accomplish our part of the Habitat Mission

**RESPONSIBILITIES:**

- Operate cash register to document the sale of merchandise, using established pricing guidelines. Process cash and credit card transactions, following established procedures for each type of sale. Assist in store closing procedures
- Follow established pricing guidelines and procedures for all types of merchandise
- Provide superior customer service, greet customers, answer questions, and help as needed
- Answer telephone and provide store information, directions, etc. to callers
- Maintain an orderly, clean, safe, and secure work area
- Follow all store policies and procedures.
- Perform other general duties as assigned.
- Affirm and demonstrate a commitment to the mission and values of Habitat for Humanity

**KEY RESULT AREAS**

- Customer service excellence
- Communication excellence

**EDUCATION, EXPERIENCE, KNOWLEDGE, AND SKILLS:**

- Must have the ability to operate a cash register with proficiency
- Must be able to follow instructions while working independently
- Exhibit accuracy and good record keeping when handling financial transactions
- Experience with materials handling equipment (forklift, pallet jack, dolly) is a plus
- Demonstrated effective decision making and verbal communication skills

**OTHER REQUIREMENTS:**

- Must be able to be on the move all day and occasionally lift to 50 lbs.
- Climb ladders
- Reliable transportation to and from work
- Forklift experience or willingness & ability to learn

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