

Donations Specialist – Job description

Reports to: ReStore Manager

Time Requirements: Full-time, 30-40 hours per week, including regular availability for weekend and evening hours

Permits and Licenses: Valid Driver's License

Status: Hourly, \$18-\$20/hour

Benefits: Healthcare plan and three weeks paid leave annually

Key Responsibilities

- Lead and train volunteers on proper pricing structures
- Train volunteers on various work functions, processes and customer service
- Engage customers and provide excellent customer service
- Collaborate with the Restore Manager to effectively engage, train, and retain volunteers
- Supervise daily product flow, ensuring donations are handled with care and efficiency
- Enforce all Habitat Dubuque and Jackson Counties and ReStore policies fairly
- Handle customer complaints when necessary
- Load and unload all donated materials
- Screen for product usability
- Communicating with ReStore Manager regarding incoming donations
- Occasionally supervising volunteers, making their experience meaningful
- Drive agency vehicles to pick-up and deliver donated goods
- Maintain an effective working relationship with Affiliate and ReStore staff, volunteers, Habitat homeowners and ReStore customers
- Operate a cash register to document sale of merchandise. Refers to established pricing schedules and office records to verify pricing
- Process cash, credit card and check transactions, following established procedures for each type of sale
- Answer telephone and provide ReStore information, directions, meeting the caller's needs
- Daily cleaning and straightening of ReStore loading area, keeping it neat and clean
- Screen for product usability when donors call or bring in donations
- Direct pricing and operations to ReStore Manager
- Sets guidelines and expectations for program logistics including residential pickups, deconstruction/salvage projects and other large donations
- Other duties as assigned

Requirements

- Integrity, credibility, and commitment to Habitat's mission
- Ability to navigate and update donations management software
- Effective use of compute, mobile devices, and software
- Ability to relate to people with diverse backgrounds
- Experience in retail, resale, logistics, or construction



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- Ability to provide direction to other staff and volunteers
- Physical ability to complete work on the job site or in the store/warehouse, even during inclement weather
- Able to safely move heavy donations using dollies and other provided tools
- Must have a driver's license and maintain a good driving record
- Criminal background check and driving record history will be conducted on prospective employee prior to extension of a job offer
- Ability to lift up to 50 lbs. unassisted, or more with assistance

Pre-Employment Screenings

Prior to being hired, applicants are required to pass a pre-employment screening which includes a criminal background check, and a review of the candidate's driving history (if applicable).

In accordance with the American Disabilities Act:

This position requires the physical ability to sit, stand, and walk for extended periods of time. The position requires clarity of vision at 20 feet or more, with or without corrective lenses, and color determination vision. The position requires the ability to climb ladders or scaffolding up to 6 feet high, grasp, reach, stoop, speak, listen and distinguish differences in odors. Employee must be able to lift, carry, push, and pull objects up to 75 lbs. The normal workplace will be in the ReStore office and retail space, which are smoke-free and temperature controlled. Up to 60% of the work may be in non-temperature-controlled conditions, possibly outdoors, in warehouses, or at donor facilities.

Equal Opportunity Employer

The Habitat for Humanity of Dubuque and Jackson Counties Equal Opportunity Employment Policy prohibits discrimination because of race, religion, sex, age, ethnic background, color, national or local origin, creed, ancestry, status with regard to public assistance, marital or family status, disability, military service, sexual orientation, gender identity, genetic information, or other characteristics protected by law.

Habitat for Humanity's vision is a world where everyone has a decent place to live.

Email resume and references to Erica Haugen, Executive Director, at director@habitatdj.org