Job Title: Team Member Level 1
Reports To: ReStore Manager
Department/Division ReStore
Grade/Level Level 1
Exempt or Non-exempt Non-exempt
Hours per week Part-time – up to 30hrs, and may occasionally be assigned additional hours during peak times or fill in
Typical Days/Hours Worked Monday-Sunday 8am – 6pm (or flexed to serve the organization)

Organization Mission: Seeking to put God’s love into action, Habitat for Humanity brings people together to build homes, communities and hope.
Organization Vision: A world in which everyone has a decent place to live.

Job Purpose
This role assists with the store and truck operations as a driver and team member. The role also helps by serving as a donation ambassador to retrieve donations by going to donor site, inspecting and transporting as a truck driver. The role also works to make donor connections when picking donations and provides a receipt for goods.

Primary Duties and Responsibilities

Operations
- Flexible to work out of any ReStore location
- Provide outstanding customer service
- Drive ReStore box trucks (16-26 ft. long) in a safe manner and in accordance with all motor vehicle laws
- Adhere to HFHC guidelines for appearance
- Collaborate with team members (HFHC and/or volunteers) when making daily donation pick-ups (the job requires heavy lifting)
- Assist in the operation of the ReStore (using cash register, assisting customers, material handling, etc.)
- Maintain truck cleanliness and accurate truck log records
- Assist in the building’s opening and closing procedures as needed by the Restore Manager
- Maintain an organized staging area
- Ensure proper truck maintenance and cleanliness
- Keep accurate truck log records and basic truck maintenance in collaboration with Logistics Manager
- Ensure that daily and weekly check lists for trucks are completed and any concerns reported Logistics Manager
- Ensure that donations are clean for floor presentation

Donation Management
- Provide outstanding donation pickup service
- Seek fuel donations
- Make daily donation pick-ups (the job requires heavy lifting)
- Screen acceptable donations
- Ensure all donors receive a donation receipt, donation envelope, and other marketing materials
- Assist with the call-center operation as needed by the Logistics Manager

Volunteer Coordination / Collaboration
- Work closely with volunteers with pick-ups as we as in stores

Safety
- Assume responsibility to enforce safe work practices by all Habitat team member, volunteers, subcontractors and workers at all our locations and events to ensure we meet, if not exceed, OSHA and Habitat safety policies and procedures.
- Ensure that all team members are aware of and operate by the safety policies and procedures for retail environment and transportation activities that look out for the welfare of our customers and donors.
- Exercise outlined protocol by immediately notifying and collaborating with management on any safety related incident and/or respond to a report involving Habitat or any other related team members (workers, volunteers, and subcontractors).
- If within area of purview initiate and / or provide assistance for the proper investigation regarding safety incidents by following Habitat Safety policies and procedures.
Performs other duties as assigned

Qualifications
- High School Diploma or GED preferred
- Valid driver’s license with acceptable driving record
- Experience as a team player with a positive attitude
- Attitude of willingness
- Flexibility and willingness to perform different tasks in pursuing the mission of the organization
- Professionalism and a high level of customer service
- Effective time management and organizational skills
- Experience with customer service
- Ability to lift 75 lbs.
- Forklift certified preferred
- Ability to use GPS and computers/tablets
- Working knowledge of POS operating systems
- Conflict resolution experience
- Able to work independently and with deadlines
- Demonstrates flexibility with changing assignment priorities
- Must be proficient in Microsoft Office
- Management Experience and/or Volunteer Experience

Personal Attributes
- Employees of HFHC must present full, regular, and predictable attendance, possess the ability to multitask, be able to communicate effectively, both orally and through written means, possess the ability to analyze and solve problems and be skilled in project Management
- HFHC employees must conduct themselves ethically, maintain appropriate confidentiality at all times, respect diversity and inclusion and possess a strong commitment to the organization’s mission and values
- Employees must be results driven, demonstrate Initiative and be capable of stress management and maintenance of composure in challenging circumstances

Working conditions
This role operates in a retail store environment and works both with trucks (transportation) and equipment related to retail store environments. The role may use a point of sale system (POS) as well the logistics system, and periodically computers, photocopiers and smart phones. There is regular travel to donor homes/locations to retrieve donations. The position may require travel to be outside in various weather conditions including extreme cold, extreme heat, rain, snow sleet etc.

Physical Requirements
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Ability to lift a minimum of 75 LBS, move retail items and displays, open filing cabinets and bend or stand as necessary. This job may require prolonged times of standing. Finger dexterity to use office equipment. This role will be in the offices, stores and periodically job sites or at an event and would need to comply with the organization’s safety guidelines.

Direct Reports
None.

Position is eligible for the following
Medical, Dental, Vision, Short Term Disability, Long Term Disability, Company Paid Life AD&D, 403B, Gym Reimbursement, Cell Phone Reimbursement

Equal Opportunity Statement
Decisions and criteria governing the employment relationship with all employees at Habitat for Humanity of the Chesapeake are made in a non-discriminatory manner, without regard to race, color, religion, sex, national origin, disability and pregnancy, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state or local statuses.

Department of Labor

Approvals

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Reviewed by (Name/Date)
Approved by (Name/Date)
Revision(s)–(Name / Date)