



## Habitat for Humanity Wellington Dufferin Guelph

Position Title:	ReStore Associate
Locations:	Habitat for Humanity Wellington Dufferin Guelph ReStores in Guelph, Orangeville and Mount Forest
Status:	Part-time
Hours/Days:	For Orangeville and Guelph: Shifts vary up to 5 days per week Monday through Saturday depending on sales volume; 20 – 40 hours/week; For Mount Forest: Shifts include every Saturday and occasional weekdays if needed.
Works with:	Customers, donors, volunteers and employees

### Habitat for Humanity Wellington Dufferin Guelph: Building Homes. Building community.

At Habitat for Humanity WDG, we believe that a better future starts right at home, but it doesn't stop there. With each new project we undertake, we're helping to provide a solid foundation for families to grow and engage in their community.

Our Mission is to mobilize volunteers and community partners in building affordable housing and promoting homeownership as a means to breaking the cycle of poverty. Because me, you, we – we're all human, and every one of us deserves a decent place to live.

### Primary Responsibilities

Habitat for Humanity Wellington Dufferin Guelph is seeking an energetic individual who thrives on job enrichment gained from a multi-faceted ReStore operations role. The ReStore Associate is a team player and is ready to do whatever is necessary to help us achieve our mission. This role provides customers and donors with an incredible experience that keeps them coming back and helps to maximize revenue through exceptional product displays and merchandising, effective receiving and processing of donations and salvage/recycling. This role will assist in coaching and developing volunteers in a positive and supportive environment. This opportunity requires strong customer service, merchandising, teamwork, flexibility, adaptability, and communication skills.

### Duties & Responsibilities

- Works in a team environment to execute plans that support our culture, creates exceptional customer, donor and volunteer experiences and maximizes sales.
- Creates eye catching displays that showcase products and how products can be used and/or repurposed which results in increased sales.
- Develops relationships with customers and donors and provides knowledgeable, courteous and responsive customer service to build loyalty and promotes repeat business.
- Assists with the shipping-receiving area by organizing and optimizing product flow onto the retail floor ensuring items are presented at their best.
- Assists the collection and processing of electronic waste and recycling salvage.

- Through guidance, coaching and encouragement, creates a safe and supportive team-oriented environment in which staff and volunteers make a positive contribution to the effective operation of the affiliate.
- Follows daily cash procedures to ensure accuracy including end of day processing and reporting.
- May use technology to ensure the proper collection of data to facilitate reporting, donor receipt services, etc.
- From time to time, may assist with product pick-ups from donor's homes and businesses in a courteous and professional manner while ensuring donors have a positive experience in Guelph and Orangeville only.
- Fully knowledgeable of health and safety policies and procedures and champions best practices with volunteers and staff.

### Required Skills/Education/Experience

- Demonstrated previous experience in merchandising, customer service, communication, problem solving, and coaching skills is essential.
- Energetic, adaptable, team player with a passion for achieving our mission and who thrives in a multi-faceted role.
- Strong interpersonal skills to develop a positive rapport with volunteers, customers and donors. Ability to lead a small, diverse team of volunteers and provide coaching and positive feedback.
- Demonstrated ability to plan and set priorities, recommend and implement improvements, manage the workload with minimal supervision, and multi-task in a fast-paced environment.
- Ability to adapt to the daily challenges associated with the operation of a retail store and in a volunteer environment.
- Able to lift to 40-50 lbs. using a cart or dolly and possess reasonable agility to do the necessary physical labour.
- Own green patch CSA approved steel toe boots/shoes are required.
- Own transportation required to support ReStore locations in catchment area would be an asset. Valid class G driver's license.
- Computer skills including the use of Office 365, cloud technology, internet, Word, and Excel.

Interested applicants are encouraged to send a cover letter and resume to Nancy Frazer at [HR@habitatwdg.ca](mailto:HR@habitatwdg.ca). Thank you in advance for your interest and application. Due to the volume of applicants, only qualified candidates advancing in the process will be contacted.