



Habitat for Humanity Wellington Dufferin Guelph

Position Title:	Warehouse Coordinator
Locations:	Habitat for Humanity Wellington Dufferin Guelph ReStores in Guelph or Orangeville
Status:	Full-time
Hours/Days:	Rotational shifts Monday through Saturday
Reports to:	Director of Retail Operations
Works with:	ReStore team, Product Planning and Development Specialist, Logistics Manager, Dispatch Coordinator, Customers, Donors, Community

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 in a multi-faceted ReStore operations role. The Warehouse Coordinator leads the operational excellence in the warehouse and Studio including optimizing staff and volunteer performance and engagement, ensuring customer and donor satisfaction and engagement, maximizing process efficiencies and expense control, and identifying opportunities to grow brand awareness through the community with a vision to exceed targets in order to build more homes.

Duties & Responsibilities

A. Operations

- **Oversee operational best practices in the warehouse including customer/donor service and engagement/stewardship, optimizing product quality, waste and recycling management, cost management, and record keeping, etc.**
- **Build donor loyalty with the assistance of the staff and volunteers by providing exceptional customer service, meeting donors' needs, and creating magical moments. Work with the Director and affiliate staff to identify and implement donor engagement initiatives to grow the donor base.**
- **Maintain a high standard of discretion, integrity and customer service in all dealings.**
- **Ensure quality product is prepared in the best light possible: cleaned, repaired and/or upcycled as appropriate through the Studio, tested, fairly priced following standards or utilizing online research.**
- **Work with the Store Floor Manager and ReStore Associate(s) to ensure that product flows in a timely and consistent manner to the store floor and its creatively merchandised to create interest.**
- **Oversee the operation of the store front in the absence of the Store Floor Manager.**
- **Work with the Product Planning and Development Specialist and Logistics Manager to optimize product distribution between stores and plan for upcoming product deliveries.**
- **Ensure MSDS information is in place for product used in store.**

B. Studio

- Increase the value of donated product and drive ReStore sales potential by upcycling and repairing product. Identifying product that has greater potential, guide, coach and mentor volunteers in the process, and ensure the appropriate metrics are captured.
- Oversee volunteers who test and repair of electronics and appliances.
- Research and identify projects to be built in the Studio from scratch (e.g. storage boxes) during the slower season, prepare project schematics, identify and order materials required, and guide, coach and mentor volunteers in the process (Guelph).

C. Staff and Volunteer Engagement

- Through guidance, coaching, encouragement, and empowerment, create a safe and supportive team-oriented environment in which staff and volunteers make a positive contribution to the effective operation of the affiliate, excel in their role and engage in a rewarding experience.
- Support the implementation of the Volunteer Skills Building Program by training, mentoring and empowering volunteers to experience a variety of roles and activities.
- Protect staff, volunteers, customers, donors and product by ensuring all safety protocols are in place. Ensure safety hazards are identified, reported and rectified, staff and volunteers are aware of hazards and wear appropriate PPE, all safety incidents and near-misses are documented, corrective action is implemented, and documentation is forwarded to the Director of Retail Operations.
- Ensure volunteers present a professional image with Habitat attire (shirt/apron), the appropriate personal protective equipment and name tags.

Other duties as required.

Required Skills/Education/Experience

- Demonstrated previous experience in customer service, communication, problem solving, coaching skills, and warehouse operations 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, multi-task in a fast-paced environment, and merchandising.
- 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. 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.