

POSITION DESCRIPTION

Classification

Non-Exempt

Reports to

ReStore Manager

Summary/Objective

The ReStore Sales Associate's responsibilities include providing excellent customer service, driving sales, cashiering, and merchandising.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, assisting them in locating merchandise and all other aspects of customer service
2. Operate cash register to record all transactions accurately and efficiently
3. Assist customers in-person and on-the-phone by responding to merchandise inquiries, location, pricing and all other questions
4. Organize goods and materials in all departments at the ReStore as necessary to maintain an attractive merchandising layout
5. Ensures the store is clean and Habitat Greater Orlando safety standards are met
6. Help drive sales and profitability of the store
7. Demonstrate and maintain current product knowledge as well as general mission information pertaining to the ReStore and Habitat Greater Orlando
8. Properly complete merchandise returns
9. Respond to complaints by acting within guidelines or requesting assistance from ReStore management
10. Price merchandise
11. Maintain positive working relationships with co-workers, volunteers and Habitat Greater Orlando homeowners
12. Supervise and guide volunteers and homeowners
13. Provide customer feedback to ReStore management
14. Assist with loading and unloading merchandise into customer vehicles and/or ReStore vehicles
15. Attend all store meetings and training sessions as required
16. Assist in any other daily store operations as assigned by the ReStore Management Team
17. Must maintain a professional appearance, wear issued ReStore uniform

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Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. High energy and the ability to function effectively with a minimum of daily direction and support. Can solve problems and make decisions independently in a creative and effective manner
3. Excellent customer service skills
4. Outstanding interpersonal communication skills with varied audiences
5. Ability to work cooperatively in a team environment
6. Ability to follow instructions and show good judgment
7. Ability to lift and move large items such as couches, dressers, appliances and other donated items
8. General math skills and knowledge of units of measurement
9. Customer focused self-starter who is goal oriented, professional and able to work in a fast-paced environment

Work Environment

This job operates in a retail environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position may require working in various weather conditions.

Physical Demands

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. This position requires extended periods of sitting and standing. The employee must also regularly lift and move up to 50 pounds.

Position Type/Expected Hours of Work

This is a part time, hourly position. The hours are Tuesday through Saturday, 9:30 a.m. to 6:15 p.m. with a rotating schedule with some hours outside of the regular workday as needed

Required Education and Experience

A High School diploma or GED
Two years of retail customer service experience
Two years of experience with Point of Sale systems

Preferred Education and Experience

Fluent in Spanish and/or Creole
Knowledge of construction materials and home items preferred

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



ReStore Sales Associate

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Work Location

Florida Mall ReStore 1649 Florida Mall Avenue, Orlando, FL 32809

To Apply:

Please send resume and cover letter to Jenay Byrd at employment@habitorlando.org
Include position title as email subject

All resumes will be reviewed upon receipt

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