


<p><b>Job Description</b></p> <p><b>ReStore Associate</b></p> <p><b>\$17.70/hour</b></p>	
<b>Version Number 2</b>	14 June, 2022

Habitat for Humanity Victoria (HFHV) brings communities together to help families build strength, stability and independence through affordable homeownership. The ReStore is a retail outlet open to the public that sells quality new and used home improvement items and building supplies. Funds raised through ReStore sales cover the operational costs of Habitat Victoria. That means that every dollar donated to Habitat Victoria goes directly towards building homes for local families living in need.

**KEY RESPONSIBILITIES**

Reports to: Store Manager or Assistant Manager

Collaborates with: Receiver, Volunteers

- Follows all established HFHV Safety and Human resources policies
- Follows all established store procedures

**QUALIFICATIONS**

- High school diploma
- Able to lift and move with up to 20kg on a regular basis
- Basic computer skills with MS Office
- Prefer candidates with valid, clean class 5 driver’s license
- Criminal record check required on employment (non-vulnerable sector)
- Experience in retail/thrift store industry

**GENERAL SKILLS AND ATTRIBUTES**

- Knowledge of product categories (new and used) furniture, housewares, home décor, lighting, plumbing, tools, hardware, electrical, building supplies, outdoor product, automotive, collectibles
- Customer service skills including empathy for customers and donors
- Good time management and organizational skills
- Good interpersonal skills, good team player
- Polite and helpful
- Able to stand on feet for long periods

**CUSTOMER EXPERIENCE**

**Customer Engagement**

- Engage all customers in a polite and friendly manner
- Maintain and communicate knowledge of mission vision and values of HFHV
- Maintain neat, clean, personal appearance including provided branded attire as per HFHV HR policy manual

**Customer Inquiries**

- Maintain knowledge of ReStore departments, current product, current promotions, and ReStore price book
- Be able to impart knowledge in an engaging fashion

**Product Carry out**

- Use safe lifting procedures
- Help customers create safe loads
- Work to minimize product and vehicle damage

**RETAIL ACTIVITIES****Cashier Duties**

- Accurately process register and POS transactions
- Bag merchandise
- Accept and process returns
- Follow published Safe Work Practices (SWP's)
- Handle overflow telephone inquiries

**Merchandising**

- Follow established procedures in merchandising
- Organize product in rational manner by department
- Clean, face and organize shelves on an ongoing basis
- Price or markdown items under the direction of supervisors
- Maintain store safety standards for product display
- Cull product under direction of managers

**Store Housekeeping**

- Maintain clean clear store environment
- Keep Safety barriers and access doors secure
- Maintain clean and stocked public washroom

**VOLUNTEER SUPERVISION**

- Maintain clear lines of communication with volunteers
- Work with and when required give tasks to volunteers

**SAFETY**

- Consistently work in a safety conscious manner
- Proactively maintain a safe workplace

**First Aid**

- Encouraged to hold HFHV funded first aid and WHMIS certification
- Required to report all first aid incidents

**Safety Awareness and training**

- Attend safety meetings as required and scheduled
- Read and understand all safety manuals pertinent to their position
- Encouraged to participate in all HFHV funded third party safety training and certification as appropriate.