


<b>Job Description</b>  <b>ReStore Driver</b> <b>\$19.00-\$22.00/hour</b>	
<b>Version Number 1</b>	12 December 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: Logistics Coordinator  
 Supervises: Driver’s and Driver’s Assistant

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

**QUALIFICATIONS**

- High school diploma
- 1 years’ experience in driving appropriate vehicle (3 ton box van)
- Able to lift and move with up to 20kg on a regular basis
- Able to stand on feet for long periods
- Must have valid, clean class 5 driver’s license with suitable “N” driver’s abstract

**GENERAL SKILLS**

- Familiar with 1 ton trucks
- Knowledge of the thrift store industry
- Knowledge of product categories (new and used) furniture, housewares, home décor, lighting, plumbing, tools, hardware, electrical, building supplies, outdoor product, automotive, collectibles
- Valid driver’s license and a clean driving record
- At least 21 years old
- Able to work independently and lift up to 75 lbs.
- Excellent communication skills
- Trucking or warehouse experience a plus

**DONOR EXPERIENCE**

**Donor Engagement**

- Handle Donor complaints in the absence of more senior staff.
- Establish positive rapport with Donors
- Pass serious complaints to appropriate senior manager

- Engage all donors in a polite, equitable, and friendly manner
- Maintain and communicate knowledge of mission, vision, and values of HFHV as brand ambassadors
- Maintain neat, clean, personal appearance including provided branded attire as per HFHV HR policy manual
- Maintain knowledge of ReStore donation acceptance criteria
- Use discretion in applying ReStore donation acceptance criterion in order to create positive donor experience
- Maximise donation values where possible
- Capture donor information in support of tax receipting

## PRODUCT LOGISTICS

### **Product Handling**

- Handle product in a manner consistent with not damaging the premises of the donor or the donation
- Create loads that minimize damage to donated product
- Aid receiving staff in unloading product
- Follow published Safe Work Practices (SWP's)

### **Vehicle Housekeeping**

- Ensure fleet logs are being filled out correctly and submitted in a timely fashion
- Maintain tidy and clean vehicle
- Perform required safety checks on vehicles
- Ensure fleet is fuelled
- Report vehicle deficiencies to management
- Keep material handling equipment safely stowed for transport

## SAFETY

### **Driver Safety**

- Follow vehicle safety procedures
- Drive courteously and defensively
- Use care when working around vehicle and follow published SWP's

### **First Aid**

- Required 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.
- Assist with training and supervision of new Truck Team Members.

## VOLUNTEER SUPERVISION

### **Volunteer engagement**

- Maintain clear lines of communication with volunteers
- Train volunteers as driver's assistants & report any concerns to supervisor