



Position: ReStore Sales Associate

The Organization

People in your community and all over the world partner with Habitat for Humanity to build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. With our help, Habitat homeowners achieve strength, stability and self-reliance they need to build a better life for themselves and their families.

Since its founding in 1976, Habitat for Humanity has built or renovated 600,000 homes in 100 countries around the globe, including more than 2,700 in Canada. Habitat for Humanity Ontario Gateway North has already partnered with 42 hard-working local families, allowing them to contribute to the community as homeowners when a conventional mortgage was out of their reach. We'll soon partner with many more.

Habitat for Humanity ReStores play an integral part in Habitat's mission, bringing financial support for our work and offering a unique opportunity for various audiences to experience and interact with us.

General Summary

The Sales Associate provides front-line reception to customers visiting and telephoning the ReStore. In addition to responsibility for daily cash management, from point of sale through cashing-out, the Sales Associate will assist in retail merchandising and in the coordination of scheduling of deliveries and pick-ups of donated goods. Your day will be a continuous bustle of physical activity, marked by frequent interruptions and shifting priorities, all aimed at satisfying our customers and allowing the ReStore to be a major contributor to Habitat's mission to provide affordable homeownership for hard-working families.

Principle Responsibilities and Duties

The Sales Associate reports to the ReStore Manager or designate. The Sales Associate participates in day-to-day operations of the ReStore in accordance with the policies, procedures and practices established by the ReStore Manager.

Customer Service

- Frontline store and telephone reception and customer service in a friendly and welcoming manner.
- Processing of daily point-of-sale transactions on electronic cash register, including cash and credit card transactions.
- Reconciliation of daily sales against register receipts.
- Communicate and interact positively with our donors at all times.
- Implement policies and procedures as specified by the ReStore Manager.
- Undertake other related merchandising and office duties as identified by the ReStore Manager.



Staff and Volunteer Management

- Work with and direct other staff and volunteers of varying abilities and backgrounds as per instructions from the ReStore Manager.
- Assists in recruiting and training volunteers for ReStore.

Loss Prevention & Risk Management

- Report suspicious activity to the ReStore Manager.
- Work in accordance with safety policies and procedures.

General Administration

- Ensures adherence to ReStore policies, procedures and practices.
- Ensures occupational health and safety guidelines are followed at all times including reporting all incidents and hazards to the ReStore Manager.
- Ensure the following forms are completed, when applicable:
 - Volunteer Release Waiver & Safety Guidelines
 - Volunteer Sign-In Sheets
 - Incident Reports
 - Time-sheets

Incidental Functions

- Other related duties as assigned.

Qualifications

- Excellence in customer service.
- Proven success in maximizing profitability and meeting sales targets.
- Merchandising, marketing and promotions.
- Effectiveness in addressing customer queries and complaints.
- Proficiency in Microsoft Office.
- Familiarity with home improvement goods, furniture, home accessories, building materials and appliances.
- Experience with occupational health and safety programs.
- Must exhibit a high degree of integrity and business ethics.
- Physically, able to lift 50 pounds and spend the day on your feet in a busy retail environment.

Work Conditions

Work is primarily performed in retail environment and will also include work in office and production environments. The work environment is fast paced with frequent short term deadlines. Critical or unusual situations occur regularly. A high level of adaptability is required.

Travel to various ReStore locations may be required. Travel to other HFH affiliates and national conferences could be required.



Compensation

The compensation range is dependent upon candidate qualifications, skills and prior directly relevant experience. The position includes an employee benefit package.