

JOB DESCRIPTION

Position: Retail Sales Associate
Reports To: Operations Manager

Department: ReStores/ReStore Support
Employment/FLSA Status: Full-Time, Non-Exempt

To apply: Send resume and cover letter to Richelle Rothman, HR Associate to RRothman@habitatmetrodenver.org.

Position Overview:

The Retail Sales Associate (RSA) uses knowledge of products, ReStore policies and home improvement to assess the needs of customers and donors and to provide needed assistance. RSAs, in coordination with volunteers, maintain the in-stock condition of assigned areas and ensure that it is safe, clean and shoppable.

Essential Job Functions and Responsibilities:

- Assist customers with purchases, product questions, donation drop-offs, and loading customer purchases. Able to successfully handle multiple customers at once
- Familiar with the ReStore Mission, products and layout, along with Habitat for Humanity International and HFHMD to answer customer questions and offer shopping solutions. Champion the ReStore Rewards program to all customers both on the sales floor and at checkout
- Successfully operate point of sale, fork lift and other equipment as required (training provided)
- Direct volunteers to support various store activities and needs including accurate completion and maintenance of paperwork and facilitation of volunteer orientation
- Partner with Logistics Department to efficiently load and unload truck; co-pilot on donation pickups as requested
- Stock, clean, price and repair donated items; clean and maintain interior and exterior of store as needed
- Responsible for familiarizing his/her self with and adhering to the HFHMD Employee Guidelines, ReStore Operations Manual/SOPs, Safety Policies and all related procedures
- Works as scheduled, being flexible when needed and attends meetings/trainings as scheduled
- Maintains a positive, team-oriented relationship with peers, supervisors and key volunteers
- Other duties as assigned

KNOWLEDGE, SKILLS, ABILITIES:

- Able to follow directions to complete tasks and achieve team goals
- Self-motivated and able to work independently
- Strong critical thinking and abilities to problem solve
- Able to interact and communicate well with supervisors, peers and customers
- Capable of working with and providing direction to volunteers with a wide range of skills and abilities
- Dependable and punctual
- Proven basic math abilities as it relates to home improvement and retail sales
- Proficient skills using computer based programs. Willingness to learn new programs as required
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Bilingual (English and Spanish), though not required, is highly preferred

EDUCATION, EXPERIENCE:

- High school education/GED
- Knowledge and experience include: retail sales, thrift, home improvement and/or construction preferred

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Must continuously stand or walk on cement surfaces
- Ability to adequately traverse a retail store; climbing, lifting /carrying minimum of 50 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required. Work time is spent between all areas of ReStore including but not limited to: sales floor, donation dock, cash register and other departments as assigned
- Ability to use large ladders
- Ability to maneuver typical store obstacles
- Ability to earn certification and drive a forklift vehicle
- Willingness to work weekends, some evenings and holidays

WORK ENVIRONMENT AND CONDITIONS:

- Majority of day working in a retail environment where doors may be open causing drafts and interior temperature changes
- The retail environment can be dusty and noisy and donor vehicles and forklifts may emit gas or other fumes causing an unpleasant odor
- Some time spent at a computer for training and other employment related matters
- A Motor Vehicle Report (MVR) may be required for insurance purposes