



POSITION DESCRIPTION
www.habitatmetrodenver.org

Title: ReStore Donation Scheduler	Employment Status: Full-time
Department: Logistics	FLSA Status: Non-exempt
Reports to: Logistics Field Manager	Supervises: Volunteers

Updated: February 23, 2023

Purpose Driven Teams - Work / Life Balance - Supportive Culture - Skillset Training - Pro Environment

Who You Are:

You're someone who people can rely on and you're always there when they need a helping hand. You're most comfortable in jeans and a t-shirt, enjoy customer service, value repurposing, and thrive in an energetic environment. You're looking for a new position where you can make a difference in your life, your coworkers' day, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment how empathic, patient, and caring you are. You are seeking an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

As an advocate for policies that create and preserve affordable housing, build wealth through homeownership, and stabilize communities experiencing involuntary displacement, Habitat Metro Denver engages the community to be a catalytic force at federal, state, and local levels.

How We Succeed Together:

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

POSITION OVERVIEW:

The Habitat ReStores are a division of Habitat for Humanity of Metro Denver (HFHMD). The ReStores' purpose is to generate revenue through the sale of purchased and donated building materials as well as related household items. This revenue is used to support the activities and programs of Habitat for Humanity of Metro Denver.

The Habitat ReStore Donation Scheduler performs the daily operations of the donation call center and plays an integral role in the communication and customer service efforts of the ReStores. The Scheduler is responsible for generating positive donor interactions, scheduling donation requests and efficiently and effectively routing donation pickups to meet the needs of all ReStore operations.

The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

SCHEDULE:

Tuesday through Saturday; 8:30 am to 5:00 pm.

LOCATION:

Habitat Denver ReStore; 70 Rio Grande Blvd. Denver, CO 80223

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

- Communicate with donors in a positive, engaging, and helpful manner by phone and email.
- Schedule donation pickups for all ReStores using online scheduling software.
- Identify, troubleshoot, and resolve all software issues.
- Route all donation pickup schedules in the most effective and efficient way.
- Connect with both internal and external customers in a timely and productive fashion.
- Process donation scheduling payments and research and resolve any disputes.
- Maintain an understanding of acceptable donation items and be able to effectively communicate this information while preserving a positive interaction with donors.
- Support the coordination of ReStore activities that utilize our truck fleet.
- Provide relevant information regarding, weekly donations and schedule changes to the Logistics Field Manager, Store Managers and Director of ReStore Operations.
- Train, supervise and support any volunteers who assist call center operations.
- Collaborate with other departments to communicate ReStore information and policies to the Denver community.

KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of Habitat for Humanity and the ReStores and the ability to engage donors, customers, and volunteers in our mission.

- Excellent communication and customer service skills with the capacity to convey information to staff, donors, customers, and volunteers.
- Ability to remain calm and solution always oriented with donors, staff, and volunteers.
- Process oriented with the willingness to adapt plans and schedules regularly.
- Understanding of truck and staff capacity for pickup scheduling.
- Knowledge of Metro Denver area and electronic mapping functions.
- Proficiency with MS Office, web-based programs and email systems and the desire to enhance the technology of the call center and truck operation to increase efficiency and improve donor engagement.
- Multitasking and quick decision making
- Experience processing credit card transactions
- Independent and team worker, punctual and dependable.
- Attention to detail while performing day-to-day administrative tasks such as maintaining information files, processing paperwork, working at a desk and computer for significant amounts of time.

EXPERIENCE:

- Knowledge of donation scheduling software preferred, i.e. Vonigo.
- Prior customer service experience is recommended.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to sit at a desk and work on phones and on computers for several hours.
- **Proof of COVID-19 vaccination is required for employment.**
 - *Habitat for Humanity of Metro Denver requires employees to be fully vaccinated against COVID-19, where allowable under the law, unless they are approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents them from being vaccinated.*

WORK ENVIRONMENT AND CONDITIONS:

- Work is performed indoors in an office environment.
- A Motor Vehicle Report (MVR) may be required for insurance purposes.

The expected hourly range for this position is \$18.00 - \$19.80. Compensation will be commensurate with applicable experience.

Full Time Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays; Healthy Families Workplace Act (HFWA) Leave; Parental Leave; and paid time to volunteer.

Please send resume or work history and statement of interest to HRRecruiting@habitatmetrodenver.org for consideration.



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.