



Job Description – ReStore Donation Ambassador / Truck Driver

Overview

A ReStore Donation Ambassador/Truck driver is responsible for picking up donations from donor's location using the company truck. They are to provide excellent customer service during the donation process, assess donations for quality, safety, and appropriateness. They are to schedule donations, maintain the cleanliness of the vehicle, assist with unloading and organizing the donated items within the store. Heavy lifting is required as well as a valid driver's license with a clean driving record.

Duties and Responsibilities

- Conduct pick ups of donated items in a timely and courteous manner from donors' location using the organization's truck.
- Provide excellent customer service including donation pickups, representing the organization positively.
- Assess donated items for quality, safety, and appropriateness according to store guidelines.
- Safely load and secure items on the truck, ensuring proper documentation of donations.
- Coordinate donation schedules, optimizing routes and efficiently managing time.
- Maintain the cleanliness and organization of the donation truck.
- Build and maintain positive relationships with donors, expressing gratitude for their contributions.
- Collaborate with the ReStore team to communicate donation needs and priorities.
- Assist with unloading and organizing donated items upon return to the ReStore.
- Follow safety protocols and traffic regulations while driving and during donation pickups.
- Other duties as assigned.

Skills and Qualifications

- Superior customer service skills
- Ability to lift 50 pounds, stand for long periods of time, and work indoor and outdoor
- Interpersonal skills
- Strong organization and communication skills
- Ability to multitask and shift priorities as needed
- Ability to respond to emergency situations calmly and effectively
- Time management skills

Requirements

- Valid driver's license with a clean driving record
- Experience in driving and operating a box truck or similar vehicle.
- Strong communication and customer service skills.
- Ability to lift and move heavy items during donation pickups.
- Basic knowledge of home improvement or furniture items is preferred.
- Excellent organizational and time-management skills.
- Flexibility to work weekends and occasional evenings.



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- Commitment to the organization's mission and values.

Reporting Structure

- Reports to Store Manager, Berthoud Habitat for Humanity ReStore

Salary Range

Starting at \$15 per hour

Application Submission

Please send cover letter and resume to Tina Brewer, ReStore Store Manager for Berthoud Habitat for Humanity ReStore, via email to restore@berthoudhabitat.org.