**JOB DESCRIPTION**
www.habitatmetrodenver.org

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| **Title:** Retail Sales Associate – All Locations | **Employment Status:** Full-Time |
| **Department:** ReStores | **FLSA Status:** Non-Exempt |
| **Reports to:** Assistant Store Manager | **Supervises:** Volunteers |

JAN 2025

## 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, don't mind getting a little dusty, 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 calm, creative, and efficient 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 our 43-year history, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

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:**

**ReStore** teams support our mission by accepting donations and selling a constantly changing inventory of diverse, high-quality merchandise to the public at a fraction of the retail price, while diverting reusable household items and building materials from area landfills.

Sales of donated items help Habitat for Humanity partner with local families to build, rehabilitate and repair safe and affordable homes in your community and around the world — a great deal for our community and the environment!

**The Retail Sales Associate** (RSA) uses knowledge of products, ReStore policies, and home improvement to assess the needs of customers and donors and provide a helpful and pleasant experience. The RSA, in coordination with volunteers, manages incoming and outgoing products, maintains the condition of the sales floor, and ensures that it is safe, clean, and shoppable.

*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.*

**Locations**

- Littleton Habitat Restore: 7890 W Quincy Ave, Littleton, CO 80123
- Aurora Habitat Restore: 1640 S Abilene St, Aurora, CO 80012
- Denver Habitat Restore: 70 Rio Grande Blvd, Denver, CO 80223
- Arvada Habitat Restore: 5045 N Robb Street #200, Arvada CO 80002

**Essential Job Functions and Responsibilities:**

- Actively seek out opportunities to assist customers with purchases, product questions, donation drop-offs, and loading customer purchases. Able to successfully handle multiple customers at once.
- Provide efficient, friendly service to enhance the shopping or donation experience.
- Knowledgeable of ReStore mission, products, policies, and layout to answer customer questions and offer shopping solutions.
- Familiar with the mission and programs of Habitat Metro Denver and able to clearly and comfortably communicate how ReStore sales positively impact both.
- Load and unload trucks, move material within the ReStore and from the loading area by carrying, pushing, rolling, or operating hand trucks, forklifts, or other material handling equipment.
- Successfully operate point of sale, forklift, and other equipment as required.

- Direct volunteers to support various store activities, including accurate completion and maintenance of paperwork and facilitation of volunteer orientation.
- Stock, clean, price, and repair donated items; clean and maintain interior and exterior of store as needed.
- Adhere to Habitat Employee Guidelines, ReStore Operations Manual/SOPs, Safety Polices, and all related procedures.
- Work as scheduled, being flexible when needed and attend meetings and trainings as requested.
- Maintain a positive, team-oriented relationship with peers, supervisors, support department staff, and key volunteers.
- Periodically assist with donation pickups or at other ReStore locations as requested.
- 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 problem-solving abilities.
- 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) is highly preferred.

**EXPERIENCE:**

- 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; 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.
- Proof of COVID-19 vaccination is currently NOT required for employment.

**WORK ENVIRONMENT & CONDITIONS:**

- Store hours are 10am – 6pm. Set Schedules are available at some stores.
- 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.
- Traveling to and working in other Restore locations may be required.
- Some time spent at a computer for training and other employment related matters.
- A Motor Vehicle Report (MVR) may be required for insurance purposes.

**The starting hourly rate** for this position is: $18.81/hour

**Benefits available** include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; and parental leave; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Parental Leave (PFML); 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.*