Core ReStore Volunteer
Customer Service Assistant Position Description

Supervisor and Department: ReStore Staff, ReStore Operations

Who You Are:
You love connecting with people of all backgrounds and using your knowledge to help others. 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 want to be a part of a group of like-minded people that share similar values and look for an organization that welcomes everyone to be a part of the mission. 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.

Habitat for Humanity's ReStores support Habitat's mission to build and preserve affordable homeownership opportunities in the Metro Denver area. The ReStores are home improvement outlets that sell donated building materials, home furnishings, appliances, and more at a discount to generate funds to support Habitat for Humanity.

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.

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.

Core ReStore Volunteer
Customer Service Assistant Position Description

General Description: The Customer Service Assistant will support customers in the ReStore by greeting, engaging, and directing customers throughout the store.

Major Responsibilities:

- **Advocacy:**
  - Become a Habitat for Humanity ambassador to our donors, customers, and daily volunteers by embracing our Cultural Blueprint.

- Share the mission of Habitat for Humanity with customers and encourage further community engagement.
- **Greet and Assist Customers:**
  - Welcome customers as they enter the store, answer questions, and provide information about products and store policies.
  - Guide customers to locate specific items or understand store promotions.
  - Walk the floor to engage customers and answer questions.
- **Product Knowledge:**
  - Stay informed about the ReStore inventory and its purpose to educate customers.
  - Promote special sales or events and encourage donations.
- **Maintain Store Appearance:**
  - Organize aisles and departments, including the entryway and point of sales.
  - Move new/priced items to the sales floor and sold items into the sold room/area.
  - Markdown and price donations.
  - Improve customer flow and shop-ability in the front/primary area of the ReStore.

Time Commitment:

- Core Volunteers commit to 16 hours or more per month
- Shifts are flexible during store hours: Tuesday - Sunday, 10am - 6pm

Knowledge, Skills, & Abilities:

- Enthusiastic and friendly demeanor with strong communication skills
- Excellent customer service skills
- Able to interact well with other volunteers, staff, customers, and donors that come from diverse backgrounds
- Comfortable working in a warehouse environment
- Ability to pass background check
- Previous retail or customer service experience is a plus but not required.

Training:

- Habitat Orientation
- Training on customer service

Location: Volunteers will support the ReStore at their location of choice; Denver ReStore, Littleton ReStore, Arvada ReStore, Aurora ReStore.

Impact: Customer Service Assistants help customers have a positive experience in the ReStore by maintaining an organized store appearance and helping customers find and purchase desired items. By positively engaging with the community of staff, volunteers, customers, and donors, Core ReStore Volunteers bring awareness and understanding about Habitat for Humanity to the community. This role contributes directly to generating revenue that supports Habitat for Humanity's mission to build safe, affordable homes.

Benefits:

- ✓ Camaraderie with a welcoming team of staff and volunteers (including BBQ's/happy hours/formal recognition events)
- ✓ Habitat swag
- ✓ 25% off select items at the 4 Metro Denver Habitat ReStores
- ✓ Develop professional skills and leadership skills
- ✓ Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service