



Job Title: ReStore Donations Specialist **Employment Status:** Hourly

Job Summary:

The ReStore Donations Specialist is responsible for answering all inbound phone calls to the Habitat for Humanity-MidOhio ReStores. This position acts as the “switchboard” for all Habitat for Humanity – MidOhio ReStores, taking inbound calls either taking care of the caller’s needs directly or transferring them to the correct staff person to field the call. The person in this position is responsible for answering questions about donations to the ReStores and scheduling residential pickups by our Donations Drivers when appropriate. This position also has the responsibility for managing ReStore online sale postings and ReStore auction activities.

Essential Duties and Responsibilities include the following; other duties may be assigned.

1. Primary contact / person answering the telephone of incoming calls to the ReStores.
2. Identifying potential donations from calls and scheduling residential pickup routes.
3. Answering questions about what materials/goods the ReStores accept for donation.
4. Posting inventory for sale in ReStore to various websites (eBay, LetGo, FaceBook Marketplace, Shopify, etc).
5. Enter purchased goods inventory into POS system.
6. Answering general questions about all ReStore locations (hours, directions, etc.).
7. Routing incoming calls to all ReStores to the appropriate staff person.
8. Promptly return phone calls from overnight, weekend, and lunchtime voicemails.
9. Work in our donor database (currently Donor Perfect) to track all donation work/activity.
10. Work closely with Donations Drivers to coordinate schedules and incoming materials. Work with ReStore leadership to ensure incoming materials are useful, space is available, and staffing is available to process to store sales floor.
11. Some hands-on work loading, lifting, standing long periods, bending, twisting, etc. primarily for purposes of successfully acquiring and receiving donations.
12. Work with other staff to identify and follow up on donation leads.
13. Interpret and follow policies and procedures for Habitat for Humanity MidOhio and the ReStore.
14. Coordinate and cooperate with other volunteers, staff, and community service people making the experience pleasant and meaningful.
15. Demonstrate a commitment to the quality improvement process and the philosophy of continuous improvement in the ReStore.
16. Participate as a team player in all phases of the ReStore.
17. Perform other duties and tasks as needed.

Job Requirements:

- High school with some college or equivalent experience.
- Excellent organizational and time management skills with the ability to multitask.

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- Flexibility and adaptability; excellent interpersonal skills; the ability to work with a diverse group of people of all ages, backgrounds and contexts; basic computer proficiency in Microsoft Office and scheduling tools; the ability to learn affiliate recruiting and tracking systems.
- Ability to function in periods of cold and heat and handle short periods of high stress; the ability to be exposed to various construction-related substances; possession of a good driving record; and the ability to function in a warehouse/office/store setting.
- Ability to attend meetings and functions outside of the Habitat office.
- Read, write and communicate using English language sufficient to perform job functions.
- Ability to perceive the nature of sounds and receive detailed information through oral communication at normal speaking levels with or without correction.
- 40 hour week typically Monday-Friday 9am-6pm.
- This position does require some occasional evening and Saturday work hours.

How to apply

Please contact Brent Jones, at careers@HabitatMidOhio.org

EQUAL EMPLOYMENT OPPORTUNITY

All qualified applicants will receive consideration for employment without regard to national origin, race, color, religion, age, sex, sexual orientation, marital status, individuals with disabilities, and equally to disabled veterans and veterans of the Vietnam Era.



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