

Job Title: Habitat Store Donation Logistics Coordinator – Part Time

Position Location: Charlottesville, Virginia

Reports to: Store Manager

Employment Type: Part-time, Non-exempt, Hourly. Includes weekends and occasional evenings.

Habitat for Humanity of Greater Charlottesville Overview:

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge non-profit housing organization creating simple, decent, affordable homes in partnership with low-income families, volunteers and the community of Greater Charlottesville. Homes are built with a volunteer labor force including homeowner families, corporate, civic, and church groups. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty world-wide.

In 2013 Habitat completed construction at Sunrise, the first trailer park transformation in the nation without resident displacement. Currently, Habitat owns and operates the Southwood Trailer Park with a similar goal of redeveloping it responsibly and compassionately as a mixed-income, mixed-use, sustainable community for current and future residents. Southwood is the area's largest single concentration of affordable housing and its greatest remaining redevelopment opportunity. When complete, the redeveloped Southwood will be unprecedented in scale nationally.

Scope of Responsibilities:

The Assistant Donation Ambassador is tasked with scheduling and processing donations pick-up requests over the phone and online, acting as the back-up driver for donation pick-ups and supporting retail operations of The Habitat Store with superior customer service and professionalism.

Prerequisite Requirements:

- Proven experience in retail sales
- Ability to safely and professionally drive a large vehicle such as a box truck
- Ability to use Gmail, social media platforms and Microsoft Suite programs, especially Word and Excel with high level of proficiency
- Experience interacting with customer/donors on the phone and through e-mail
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines with high quality work
- Professional demeanor and attitude at all times befitting a public representative of Habitat for Humanity of Greater Charlottesville
- Ability to work well with volunteers and supervise them effectively
- Excellent verbal, written and computer communication skills

- Positive, “can do” personality
- Professional appearance at all times befitting the public face of Habitat
- Flexibility to work occasional nights and weekends
- Sensitivity to the needs of people from multiple cultures and backgrounds
- Commitment to Habitat for Humanity’s mission of service to others
- Ability to lift 50-75 lbs. consistently and be on feet for long periods of time in extreme temperatures
- Driver’s license and insurable driving record

Responsibilities:

- Schedule & organize donation pick-up requests both online and over the phone
- Ensure the donation voicemail line is checked and calls are returned at least once every two hours
- Serve as back-up driver for donation pick-ups
- Screen pick-up and drop-off donations for acceptability and unload professionally and efficiently
- Load customer purchases safely and professionally
- Provide friendly, professional and personalized customer service on sales floor to drive sales and ensure optimal customer/donor experience
- Effectively supervise volunteers as needed
- Maintain exceptionally clean store and warehouse through sweeping, proper merchandising, and diligent attention to housekeeping
- Answer and respond to incoming calls regarding store location, donation information, directions, etc. in professional manner
- Handle cash, check, and credit card transactions with customers
- Ensure that store and warehouse are appropriately stocked with supplies at all times with input from Store Manager or Operations Manager
- Make miscellaneous repairs to damaged but valuable donations at direction of Store Manager or Operations Manager
- Be knowledgeable about Habitat’s mission and convey it effectively to customers, donors, and volunteers
- Adhere to safety procedures and ensure safe environment for customers, donors, staff, and volunteers
- Adhere to all store policies and procedures
- Perform other duties as assigned by Store Manager or Operations Manager

****Resume and Cover Letter required to be considered for the position****