

**Job Title:** Habitat Store Donation Support Assistant

**Position Location:** Charlottesville, Virginia

**Reports to:** Habitat Store Pickup Driver

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

(80% organizing and executing donation pickups, 20% maintaining warehouse and sales floor)

### **Habitat for Humanity of Greater Charlottesville Overview:**

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge non-profit housing organization bringing people together to build and rebuild homes and communities while catalyzing new pathways to safe, decent, affordable housing. 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 Donation Support Assistant is tasked with supporting the pick-up of donations and processing of donations. He/she will provide support in the warehouse and on the sales floor when not performing pickups.

### **Prerequisite Requirements:**

- Experience interacting with customer/donors with professionalism and respect
- Demonstrated ability to calmly manage difficult customers/donors with professionalism
- 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
- 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
- Ability to safely and professionally drive a large vehicle such as a box truck
- Driver's license and insurable driving record

**Responsibilities:**

- Support the FT Driver in donation pickup heavy lifting
- Provide support to the Warehouse Coordinator and Retail Associate when not on the truck
- Serve as driver for donation pick-ups as needed
- Screen pick-up and drop-off donations for acceptability and unload professionally and efficiently
- Provide friendly, professional and personalized service to drive sales and ensure optimal customer/donor experience
- Load customer purchases safely and professionally
- Effectively supervise volunteers as needed
- 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\*\***