

Restore Associate – Job Description

Restore HFHBC



Scope of Responsibilities

The Restore Associate is responsible for supporting all aspects of Restore operations including Customer Service, Sales, Donations, Warehouse logistics, and Merchandising.

Specific Duties

- Performs job tasks and duties in accordance to all safety procedures
- Upholds store and customer service policies, guidelines and procedures
- Sells Restore Merchandise in accordance to company procedures
- Prepares store displays and shelving for stocking as directed by Management
- Organizes products on sales floor and performs display maintenance as directed by Management
- Assists with the receiving of donated items by unloading donor vehicles and the Restore truck
- Follows all warehouse policy, and procedures
- Able to adjust to different job duties/tasks quickly throughout the Restore to support whenever and wherever needed
- Performs additional tasks as assigned by the Restore Manager and/or the Assistant Managers

Work Habits

- ✓ -Communicates in an engaging and professional manner
- ✓ -Provides exceptional customer service
- ✓ -Values a team-oriented approach to decision-making and problem solving
- ✓ -Demonstrates organizational and follow-through skills
- ✓ -Works effectively both individually and in a team environment
- ✓ -Maintains honesty and integrity in handling retail sales

Skills Required

- ✓ - Customer Service Background
- ✓ -Must be able to lift, push and pull 50 lb.'s frequently, and heavier weight up to 100 lb.'s occasionally
- ✓ -Must be able to operate light equipment such as a pallet jacks, lift gates, and hand trucks
- ✓ -Must be self-motivated and able to prioritize multiple responsibilities with limited oversight

Position Reports to: Restore Manager

In accordance with the American Disabilities Act, this position:

Requires the physical ability to sit, walk, and/or stand for prolonged periods of time. This individual must also have the use of all senses, to include, but not limited to sight, hearing, smell and taste while possessing the ability to stand, stoop, bend, grasp and/or hold to complete warehouse, shop, showroom, and storage area work. The normal

work place will be out of the office and in the warehouse, box truck, storage area and shop. While the HfHBC offices are smoke-free and temperature controlled, a majority of the work may be in non-temperature-controlled conditions, often outdoors. This position requires individuals who are able to safely lift at least 50 lbs. frequently and up to 100 pounds occasionally.