**POSITION: Sales Floor Assistant**

**POSITION OVERVIEW**

**CORE RESPONSIBILITIES & DUTIES**

**Excellent Customer Service**

People who work in the retail or service industries need to have good customer service skills in order to effectively interact with customers. For this reason, all employees of team ReStore **MUST** possess the proper skills to create a culture we can be proud of.

The expectation of all Habitat Choptank ReStore team members is to provide excellent customer service. Interaction with Customers, Donors, and Volunteers will be handled with a friendly attitude. The overall goal is to try to resolve their problem or question as efficiently as possible.

Persons working in customer service need to be able to listen to a Customer/Donor/Volunteer as they explain their problem, even if the Customer/Donor/Volunteer is highly agitated at the time. This means trying not to take things personally and apologizing for any problems the Customer/Donor/Volunteer is having. Making Customers/Donors/Volunteers feel important is a big part of providing a positive customer service experience.

As a business we must make it a point to keep any promises we make to our Customers/Donors/Volunteers. Developing a reputation for trustworthy and reliable service keeps Customers/Donors/Volunteers coming back. When a Customer/Donor/Volunteer has a negative experience, ReStore will go above and beyond to try to make it up to them. Sometimes, this means offering refunds, exchanges, or special discounts on products or services to make the customer happy.

**Ability to successfully multitask**

This job requires a person to effectively rotate their concentration smoothly and entirely from one activity to another.In order to multitask successfully, workers must be able to prioritize tasks and address the most critical and pressing demands first. It’s also important to know when multitasking is a bad idea. There are certain jobs and tasks which require total focused attention.

**Maintain the Cleanliness & Safety of the store**

**A** messy environment is a root of all problems. Occupational Safety and Hazard Administration (OSHA), defines an occupational hazard as a thing which may cause harm to the employees within the workplace. An occupational hazard is plainly a result of ignorance on the part of the employer or the carelessness on the part of workers. When the workplace or the office area is messy and unorganized, it may be a door to many uninvited hazardous accidents.

Employees will be expected to work as a team to ensure a safe and clean store for our staff, customers, donors and volunteers. In addition employees will be expected to use safety equipment when preforming various task throughout the store.

**Knowledgeable in store policy & procedure / having understanding & appreciation of the mission of Habitat Choptank.**

**Policies and procedures** are designed to influence and determine all major decisions and actions, and all activities take place within the boundaries set by them. **Procedures** are the specific methods employed to express **policies** in action in day-to-day operations of the organization.

**Understanding of and Ambassador for Habitat’s Mission**

Habitat for Humanity Choptank works in partnership with God and all people to transform communities and the lives of qualifying families in Dorchester and Talbot Counties by building homes, community and hope.

**Other Duties as Assigned by the Sales Floor Manager**

* in helping customers load purchased merchandise into their vehicles.

**REQUIREMENTS**

* Candidate must be 21 years of age with a high school diploma or GED.
* One year of related experience preferred
* Must be goal-driven, results-oriented and committed to the organization’s effort to expand the Habitat mission in Dorchester and Talbot counties.
* A trustworthy, dependable and punctual individual with the ability to function both independently and as a team member.
* Excellent organizational skills, ability to multi-task when faced with competing deadlines and priorities with timely and consistent attention to detail and follow up
* Friendly and approachable with excellent oral and written communications and interpersonal skills with the ability to manage sensitive and confidential material with integrity.
* Maintain a consistent professional image through dress, actions, and relationships with others, modeling Christian principles and Habitat values.

**All candidates are required to complete a criminal background check which includes screening against the national sex offender list.**

## PHYSICAL DEMANDS

Required to lift up to 50 pounds with assistance on a regular basis and will experience frequent bending, squatting, lifting, and repetitive motion. This position will occasionally be exposed to extremes in weather (e.g., heat, cold, wind, rain, etc.).

**CERTIFICATE, LICENSES, AND REGISTRATIONS**

CPR/AED training must be obtained within 60 days of employment. Required Lockton Safety Videos must be taken either prior to the date of hire or within 14 days of employment.  The online training, which Habitat will provide, includes:

* Fall Safety
* Preventing Slips, Trips, and Falls
* Ladder Safety
* Restore Safety And Loss Control For Volunteers
* Fire Extinguishers - Safe Use And Handling (Interactive)

**HOURS/BENEFITS**

**Hours:** Part-time position working 4 to 5 hours a day, 3 to 4 days per week. Some Saturdays or Mondays may be required.

**Compensation:** Commensurate with experience

**Benefits:** Paid time off and a matching Simple IRA contribution if eligible.