

POSITION: PROCESSING & INTAKE MANAGER

The ReStore is a retail business that sells donated building materials, furniture, and appliances at discounted prices to generate revenue to support Habitat for Humanity Choptank in its mission to build homes, community and hope in Dorchester & Talbot Counties.

The Processing & Intake Manager is responsible for ensuring that donations dropped off to the store are acceptable, cleaned, sorted, repaired or repurposed for resale and delivered to the sales floor as requested by the Sales Floor Team. The Processing & Intake Manager oversees the overall operations of donations accepted, processed and facilitates the flow of merchandise to and from the sales floor. This position reports directly to the ReStore Manager and acts as one of the Acting Managers when the ReStore Manager is not present.

CORE RESPONSIBILITIES & DUTIES**Donation Processing**

- Understand ReStore's mission, existing policies and procedures related to acceptable merchandise.
- Ensure that donated items are cleaned, repaired, repurposed or disposed of as required by Restore policies and procedures.
- Ensure that donations are processed for areas that are in greatest need and related to highest sales.
- Work with the Sales Manager to a smooth flow of merchandise to the sales floor from the warehouse and sold merchandise is moved off of the sales floor to Sold & Hold or pick up area.
- Coordinate with the Transportation & Truck Manager to ensure that truck drop offs are coordinated with customer drop offs.

Maintenance, Safety & Security

- Maintain safety including fire extinguishers and first aid kits in the warehouse area.
- Maintain safety within the warehouse by ensuring pathways are free and clear of tripping hazards and stored items are secure.
- Ensure cleanliness of the warehouse processing area, shop area, and storage areas, as well as regular cleaning of the warehouse bathroom, which is used for warehouse employees.
- Maintain organization and stock for cleaning donations and the employee bathroom.
- Maintain security of warehouse area by ensuring no customers access the warehouse processing area and no customers cut through the warehouse processing area.

Customer Service for Pick Up and Drop Off

- Provide excellent customer service to donors making their own drop offs.
- Assist ReStore Manager in developing and monitoring policies and procedures for Volunteers working in the Warehouse, while creating a safe and enjoyable atmosphere:
 - providing excellent customer service when the truck crew is making a pick-up;

- completing job assignments safely;
 - understanding existing policies and procedures related to acceptable merchandise;
 - keeping department clean, organized and safe from any trip or fall hazards; and,
 - upholding the values and mission of Habitat Choptank.
- Assist Truck crew and Transportation Manager when needed.

REQUIREMENTS

- ✓ BA/BS or AA/AS preferred; equivalent work experience will be considered.
- ✓ Three to five years of experience in a retail operation or warehouse desirable.
- ✓ Experience driving a truck and a clean driving record with DOT required.
- ✓ Must be goal-driven, results-oriented and committed to the organization's effort to expand the Habitat mission in Dorchester and Talbot counties.
- ✓ Self-motivated individual with the ability to function 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
- ✓ Excellent oral and written communications and interpersonal skills with the ability to manage sensitive and confidential material with integrity.
- ✓ Demonstrated ability to effectively utilize technology MS Office and QuickBooks or another purchasing program such as Thrift Cart.
- ✓ Maintain a consistent professional image through dress, actions, and relationships with others, modeling Christian principles and Habitat values.

PHYSICAL DEMANDS

This individual is expected to be able to pass a DOT physical and to assist the staff in performing the store functions and therefore, must be able to lift up to 50 pounds regularly and up to 75 pounds occasionally. Position also requires frequent bending, squatting, lifting and repetitive motion. This position will occasionally be exposed to extreme weather conditions (e.g. heat, cold, wind, rain).

CERTIFICATE, LICENSES AND REGISTRATIONS

Drivers' license, DOT, Clean Driving record. CPR/AED training must be obtained within 60 days of employment. Required Lockton Safety Videos must be taken either prior to date of hire or within 30 days of employment. These on-line trainings, which Habitat will provide, include:

- Defensive Driving - Commercial Vehicles
- Back Safety
- Fall Safety
- Preventing Slips, Trips and Falls
- Ladder Safety

HOURS/BENEFITS

Hours: Full-time salaried position with Saturdays required

Compensation: Commensurate with experience

Benefits: Paid time off, paid health insurance for the employee, and a matching Simple IRA contribution.

For confidential consideration, please email resume and cover letter to:
info@habitchoptank.org.