



Habitat for Humanity Lake County, IL Job Description

Position: ReStore Customer Service Associate
Reports to: ReStore Assistant Manager – Sales Floor
Employment Status: Part-Time – Non-Exempt

Position Summary:

The ReStore Customer Service Associate (CSA) supports the ReStore Assistant Manager – Sales Floor in providing customer service and cashiering for a retail operation that sells used and over-stock building materials, appliances, furniture, and other goods to provide a revenue stream to support more qualifying Habitat homeowners. The ReStore CSA is often the primary face-to-face contact for customers of the ReStore and continually promotes the organization and ReStore to develop excellent relationships.

Key Responsibilities/Functions:

Operational

- Ensure all cashier functions are performed accurately, timely and professionally while focusing on customer service.
- Work on the sales floor directing customers and volunteers in the sales of donated materials.
- Interact with customers on a daily basis; be aware of sales trends, regular customers, and to refer any situations that may request managerial input.
- Work with the ReStore Assistant Manager – Sales Floor on store displays, arrangement of items and best utilization of the available display space and use of inventory control systems to ensure appropriate turnover of aging stock.
- Maintain a clean and welcoming environment at all times.

Perform other duties as assigned.

Skills and Personal Characteristics:

- Excellent communication skills with a strong passion for the organization's mission.
- Physical ability to lift up to 50 pounds. Job could entail occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.

Education and Experience:

- High School Diploma or GED required.
- 1+ years related experience in private business or non-profit organizations or an equivalent experience in working in retail.
- Experience working with diverse constituencies.
- Bilingual strongly preferred.

About:

HFHLC is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.