



## Habitat for Humanity Lake County, IL Job Description

**Position:** ReStore Warehouse Associate & Driver  
**Reports to:** ReStore Assistant Manager – Warehouse and Receiving  
**Employment Status:** Part-Time – Non-Exempt

### Position Summary:

The ReStore Warehouse Associate & Driver supports the ReStore Assistant Manager – Warehouse and Receiving in the maintenance of the warehouse / receiving / production areas. The ReStore Warehouse Associate & Driver will also support volunteers in the ReWork/Repair area. Finally, the ReStore Warehouse Associate & Driver will drive a company owned box truck to pickup donated materials from residences and corporate partners. This position is often the primary face-to-face donor contact and continually promotes the organization and ReStore to develop excellent relationships.

### Key Responsibilities/Functions:

#### Customer Service and Warehouse Receiving Area

- Assist with the unloading of donations from vehicles, including the company owned truck. Assist with the carrying of large sold items and loading into customer's vehicle while considering loading policy.
- Assist in maintenance of the receiving dock, including intake, sorting, cleaning, and assignment of product to relevant area (sale, repair, or garbage/recycle).
- Drive the company owned box truck to scheduled donation pickups; provide onsite evaluation of donated material and either politely decline the donation or load it carefully in the truck.
- Personally provide customers and donors with courteous and prompt service at all times. Identify and respond actively and with sensitivity to the needs of all customers. Relay any customer concern (with regard to service, pricing, and/or quality of merchandise) to ReStore General Manager.

#### Warehouse Health & Safety, Security, Merchandising and Management

- Complies with federal, state and local warehousing, material handling, and other requirements.
- Ensure volunteers, customers, donors and staff follow all safety procedures. Patrol the warehouse and receiving areas throughout day to discourage shoplifting and monitor risk management issues.
- Demonstrate a commitment to the quality improvement process and the philosophy of continuous improvement in the ReStore.
- Uphold and initiate appropriate policies to minimize theft by the insurance receipt verification.

#### Repair and Work Area

- Assist volunteers in the ReWork/Repair area by ensuring proper tools, hardware, and other materials are available for volunteers; provide direct assistance and guidance when necessary.
- Evaluate items regularly for transfer to sales floor or to recycle/trash.

Perform other duties as assigned.

### Skills and Personal Characteristics:

- Excellent oral, written and interpersonal communication and customer service skills.
- Process and results-oriented with an ability to work in a fast-paced, high-volume environment.
- Strong interpersonal communications and customer service skills.
- Ability to read forms, directions and maps



- A polite and professional disposition
- Ability to remain calm in stressful driving situations (e.g. at rush hour)
- Physical ability to lift up to 75 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.
- Proven knowledge and experience with health and safety best practices, policies and procedures.
- Bilingual preferred.
- Valid driver's license required.
- A clean driving record.
- Experience operating forklift and driving trucks up to 26 feet

**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.