

Habitat for Humanity of Rutland County ReStore Supervisor

Description

Location: Rutland ReStore

Full-Time Salary

Schedule: Tuesdays – Saturdays (typically 8am – 4pm)

Pay: \$800 per week

Summary:

ReStore Supervisor manages donation drop-offs, maintains the donation door and cleaning area, and handles pricing. Organizes products on the sales floor and covers the cashier when needed, while providing excellent customer service and sharing Habitat for Humanity of Rutland County VT's mission. Duties include cleaning donations, unloading trucks, loading purchases into customers' vehicles, organizing and assisting with product movement throughout the store. And on occasion accompanying pick-up driver in field.

Requirements

Primary Responsibilities:

- Unload donated items from Donor's vehicles. Approve or deny donations based on ReStore established standards.
- Maintain an inventory of all ReStore merchandise; move and organize product.
- Supervise the donations department. Sort, price, and clean donations that come in through the donation door and use best practices to move larger items such as furniture.
- Unload donation truck as required.
- Train new and existing staff on Donation Door tasks/responsibilities.
- Complete opening and closing procedures for the ReStore, including reconciling the cash drawer. Lead the completion of the daily checklist for opening and closing the store.
- Act as a point of contact for staff who have questions, respond when called to requests for assistance from the cashiers, and assign tasks to staff to ensure efficient use of their time.
- Assign tasks and provide basic training to new and regular volunteers. Escalate any concerns or complaints to Managers.
- Maintain and demonstrate a culture of excellent customer service and merchandise quality in line with established ReStore guidelines.
- Extreme attention to detail, organization of merchandise and cleanliness.

Secondary Responsibilities:

- Proactively maintain and develop donor relationships.
- Process customer transactions through point-of-sale system. While on register, stay within sight of register area and front door.

- Help customers load purchased items in their vehicles.
- Ensure that back warehouse areas and yard areas are kept organized, and all walkways remain clear.
- Participate in HFHRCVT community activities.
- Perform other duties as assigned.

Qualifications

Education and Experience:

- Previous experience working in a retail environment.
- A valid driver's license (preferred).
- A clean driving record (preferred).
- Ability to drive ReStore truck when needed.
- 2+ years in customer service, dispatching, or a customer-facing role (preferred).
- Retail supervisory experience (preferred).
- High school diploma (preferred).

Knowledge, Skills, and Abilities:

- Able to communicate well with staff, volunteers, and any visitor to the ReStore.
- Dependable and able to stick to a schedule.
- Excellent customer service skills to respond to any questions or concerns.
- Strong time management and the ability to assign tasks to others.
- Strong organizational skills to assist with logistics and scheduling.
- Strong reading and writing comprehension.
- Able to work both independently and as part of a team.
- Detail-oriented, organized, and able to prioritize multiple tasks effectively.
- Able to lead a team and resolve minor conflicts.
- Knowledge of best safety practices in a warehouse and retail store.
- Light arithmetic skills to accurately work on the register and reconcile cash drawer.
- Ability to use google, excel and word.

Specifications

Physical Requirements:

- Lift, pick up, carry, place down, and bring upstairs at least 50lbs.
- Walk or stand for long periods in the back warehouse, traverse stairs, and navigate a busy sales floor.
- Squat to pick up items from the floor and perform repetitive data entry on the register and pricing motions.

Tools and Equipment to be Used:

- Other equipment as needed for specialty donations.

Work Environment:

- Fast-paced, noisy.
- Fluctuating hot and cold working environment.

Compensation & Benefits

This is a salaried position. Benefits include Paid Time Off, paid holidays, and a 50% discount to Habitat for Humanity of Rutland County ReStore.

Candidates from diverse backgrounds are encouraged to apply!
The position is open until it is filled. No phone calls, please.