



Assignment Title: ReStore Core Volunteer: Customer Service and Loss Prevention Assistant

Supervisor: ReStore staff

Major Responsibilities:

- Represent Habitat Metro Denver in a positive and professional manner
- Be informed and current with Habitat news, policies, and procedures
- Assist staff by greeting, engaging and directing customers in the ReStore
- Assist staff by speaking with and thanking customers as they leave the ReStore
- Assist staff with mark-downs and pricing
- Work with staff to ensure the entryway and POS area are clean and clear of clutter
- Improve customer flow and shop-ability in front/primary area of ReStore

Time Commitment:

- Will work with volunteer team to determine schedule
- Core Volunteers commit to 15 hours or more per month

Qualifications:

- Great customer service skills

Training:

- Loss Prevention volunteers will train with staff members to learn proper loss prevention and customer service skills
- Will meet with staff regularly to evaluate, celebrate, and change as needed

Service Location for training:

- Volunteers will be placed at the ReStore most convenient to them
 - Denver ReStore
 - Littleton ReStore
 - Wheat Ridge ReStore
 - Aurora ReStore

Impact:

- Loss Prevention volunteers engage customers to support them in the ReStore
- Loss Prevention volunteers help prevent theft by being a watchful and friendly presence in the ReStore
Loss Prevention Volunteers will help make the front of the ReStores attractive and improve shop-ability and customer flow.
- This helps generate revenue for Habitat for Humanity of Metro Denver to build and repair homes in partnership with low-income families.
- Core ReStore Volunteers engage positively with the community of staff, volunteers, customers, and donors. Core ReStore Volunteers are treated like staff members and enable our team to better serve the community.