



## JOB DESCRIPTION

<b>Title:</b> Online Retail Sales Associate	<b>Employment Status:</b> Full-Time
<b>Department:</b> ReStores	<b>FLSA Status:</b> Non-Exempt
<b>Reports to:</b> Assistant Store Manager	<b>Supervises:</b> Volunteers

**POSITION OVERVIEW:**

The Online Retail Sales Associate (RSA) uses knowledge of products, ReStore policies, and home improvement to assess the needs of customers and donors and provide a helpful and pleasant experience. The Online RSA, in coordination with volunteers, manages incoming and outgoing products, maintains the condition of the sales floor, and ensures that it is safe, clean, and shoppable.

The following reflects the organization’s definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

**Essential Job Functions and Responsibilities:**

- Select and photograph product to be upload to online selling sites.
- Post, monitor and fulfil orders from ReStore Online Store, eBay, and other online selling platforms.
- Pack and ship, using UPS Campus Ship or similar shipping tools, purchased from ReStore online selling platforms.
- Respond via email or online portal to customers’ questions about product that are featured on ReStore online sites.
- Respond to and provide solutions and resolutions to customer service issues regarding products sold via ReStore online sites.
- Actively seek out opportunities to assist customers with purchases, product questions, donation drop-offs, and loading customer purchases. Able to successfully handle multiple customers at once.
- Provide efficient, friendly service to enhance the shopping or donation experience.
- Knowledgeable of ReStore mission, products, policies, and layout to answer customer questions and offer shopping solutions.
- Familiar with the mission and programs of Habitat Metro Denver and able to clearly and comfortably communicate how ReStore sales positively impact both.
- Load and unload trucks, move material within the ReStore and from the loading area by carrying, pushing, rolling, or operating hand trucks, forklifts, or other material handling equipment.
- Successfully operate point of sale, forklift, and other equipment as required
- Direct volunteers to support various store activities, including accurate completion and maintenance of paperwork and facilitation of volunteer orientation.
- Stock, clean, price, and repair donated items; clean and maintain interior and exterior of store as needed.
- Adhere to Habitat Employee Guidelines, ReStore Operations Manual/SOPs, Safety Polices, and all related procedures.
- Work as scheduled, being flexible when needed and attend meetings and trainings as requested.
- Maintain a positive, team-oriented relationship with peers, supervisors, support department staff, and key volunteers.
- Periodically assist with donation pickups or at other ReStore locations as requested.
- Other duties as assigned.

## KNOWLEDGE, SKILLS & ABILITIES:

- Able to follow directions to complete tasks and achieve team goals
- Self-motivated and able to work independently
- Strong critical thinking and problem-solving abilities
- Able to interact and communicate well with supervisors, peers, and customers
- Capable of working with and providing direction to volunteers with a wide range of skills and abilities
- Dependable and punctual
- Proven basic math abilities as it relates to home improvement and retail sales
- Proficient skills using computer-based programs; willingness to learn new programs as required
- Familiarity using social media and online selling platforms is preferred
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Proficiency in Microsoft Office Suite, especially Word, Excel, and Outlook.
- Bilingual (English and Spanish) is highly preferred

## EDUCATION & EXPERIENCE:

- High school education/GED
- Knowledge and experience include: retail sales, thrift, home improvement and/or construction preferred

## PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Must continuously stand or walk on cement surfaces
- Ability to adequately traverse a retail store; climbing, lifting /carrying minimum of 50 lbs. frequently; bending, twisting, reaching or other similar activities as required. Work time is spent between all areas of ReStore including but not limited to: sales floor, donation dock, cash register and other departments as assigned
- Ability to use large ladders
- Ability to maneuver typical store obstacles
- Ability to earn certification and drive a forklift vehicle
- **Proof of COVID-19 vaccination is required for employment**

## WORK ENVIRONMENT & CONDITIONS:

- Majority of day working in a retail environment where doors may be open causing drafts and interior temperature changes
- The retail environment can be dusty and noisy and donor vehicles and forklifts may emit gas or other fumes causing an unpleasant odor
- Traveling to and working in other Restore locations may be required
- Some time spent at a computer for training and other employment related matters
- A Motor Vehicle Report (MVR) may be required for insurance purposes

The starting hourly rate for this position is \$18.00, with consideration given for applicable education and experience above the minimum requirements.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays; Healthy Families Workplace Act (HFWA) Leave; Parental Leave; and paid time to volunteer.

Please send resume or work history and statement of interest to [HRRecruiting@habitatmetrodenver.org](mailto:HRRecruiting@habitatmetrodenver.org) for consideration.



*At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status,*

*military or veteran status, or any other status protected by federal, state, or local laws.*

*Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.*