



Core ReStore Volunteer: Customer Service and Loss Prevention Assistant Position Description

Supervisor and Department: ReStore Staff, ReStore Operations

Who You Are:

You love connecting with people of all backgrounds and using your knowledge to help others. You're most comfortable in jeans and a t-shirt, don't mind getting a little dusty, value repurposing, and thrive in an energetic environment. You want to be a part of a group of like-minded people that share similar values and look for an organization that welcomes everyone to be a part of the mission. You are seeking an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

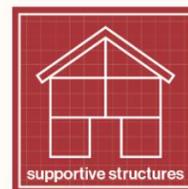
Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

Habitat for Humanity's ReStores support Habitat's mission to build and preserve affordable homeownership opportunities in the Metro Denver area. The ReStores are home improvement outlets that sell donated building materials, home furnishings, appliances, and more at a discount to generate funds to support Habitat for Humanity.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

How We Succeed Together:

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.





Core ReStore Volunteer: Customer Service and Loss Prevention Assistant Position **Description**

General Description: The Customer Service and Loss Prevention Volunteer assists customers in the ReStore by greeting, engaging, and directing customers throughout the store.

Major Responsibilities:

- Become a Habitat for Humanity ambassador to our donors, customers, and daily volunteers by embracing our Cultural Blueprint
- Greet, engage, and direct customers
- Speak and thank customers as they leave the ReStore
- Markdown and price donations
- Ensure entryway and point of sales area is clean and clear of clutter
- Improve customer flow and shop-ability in the front/primary area of the ReStore
- Represent Habitat for Humanity in a positive and professional manner
- Be informed and up to date with current Habitat news, policies, and procedures

Time Commitment:

- Core Volunteers commit to 15 hours or more per month
- Shifts are flexible during store hours: Tuesday - Saturday, 10am - 6pm

Knowledge, Skills, & Abilities:

- Excellent customer service skills
- Able to interact and communicate well with other volunteers, staff, customers, and donors
- Comfortable working in a warehouse environment
- Ability to pass background check

Training:

- Habitat Orientation
- Trainings on loss prevention and customer service

Location: Volunteers will support the ReStore at their location of choice; Denver ReStore, Littleton ReStore, Arvada ReStore, Aurora ReStore.

Impact: Customer Service and Loss Prevention Volunteers help customers have a positive experience in the ReStore and help them find and purchase desired items. By positively engaging with the community of staff, volunteers, customers, and donors, Core ReStore Volunteers bring awareness and understanding about Habitat for Humanity to the community.

Benefits:

- ✓ Camaraderie with a welcoming team of staff and volunteers (including BBQ's/happy hours/formal recognition events)
- ✓ Habitat swag
- ✓ 25% off select items at the 4 Metro Denver Habitat ReStores
- ✓ Develop professional skills and leadership skills
- ✓ Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service

