

Job Description

Job Title	ReStore Receiving Specialist
Reports to	ReStore Manager

Job Purpose

The ReStore Processing Specialist is responsible for overseeing the effective and efficient inventory flow of product from intake through to purchase and pickup/delivery. Reporting directly to the ReStore Management Team, they are responsible for overseeing the receiving, processing, and testing areas of the ReStore to ensure appropriate turnover of merchandise and waste reduction. This includes loading/unloading, cleaning, testing, pricing, merchandising, and moving sold product off the sales floor, maximizing space and adhering to health and safety guidelines to ensure the continual improvement of the ReStore reputation, productivity, and profitability.

Duties and Responsibilities

- Promote donations, drive sales, and profits of the ReStore to provide sustainable funding to support Habitat PKR's mission
- Provide excellent, timely, and professional customer service at all times
- Perform receiving area duties, ensuring all materials donated are of resale quality
- Receive/unload donated goods at the ReStore
- Screen donated goods for suitability and decline unsuitable donated goods tactfully, while preserving the goodwill of the donor
- Lifting/moving of furniture, doors, and other large items; including unloading donations
- Maintain a high standard of cleanliness, neatness, functionality, and overall presentation of the receiving, processing, and testing areas of the store
- Maintain and makes improvements to the physical receiving, processing, and testing areas to improve operations, maximize efficiency, and ensure safety
- Work in accordance with safety policies and procedures at all times, including reporting all incidents and hazards to the ReStore Manager or delegate
- Processing of materials including cleaning and pricing, testing, stocking product, arranging merchandise aesthetically and neatly for optimum exposure and salability and movement to/from the sales floor
- Ensures that all staff/volunteers remove all donor commercial identification marks and UPC's on donated materials for sale
- Continually seeks to minimize the cost of the disposal of unsold product in a manner that does not compromise the desired corporate image for Habitat PKR
- Ensure that the movement of merchandise is done in a safe and effective manner

- Report suspicious activity to the ReStore Manager or delegate
- Guide and assist volunteers in their work, understanding that each is an individual with different capabilities, as per instructions from the ReStore Manager or delegate
- Able to react to change productively and handle other essential tasks as assigned
- Attend and participate in meetings/training sessions as required
- Implement policies and procedures as specified by the ReStore Manager or delegate
- Undertake other related duties as identified by the ReStore Manager or delegate

Qualifications

- Professional in communication, appearance, and conduct and be a good ambassador of the Habitat PKR program
- Competency in assessment of the condition of home improvement goods, furniture, home accessories, building materials, appliances, etc. for re-sale
- Effectiveness in addressing donor queries and complaints
- High degree of integrity and business ethics
- Proven success in maximizing efficiency and profitability
- Team player with a friendly, approachable, and outgoing personality
- Ability to lift to 50 pounds (assisted) and spend the day on your feet in a busy retail environment
- Strong customer service, communication, organization, and basic math skills
- Experience with occupational health and safety programs
- Problem-solving skills, adaptability to changing priorities, and ability to work in a fast-paced environment
- Ability to work well and communicate effectively with individuals from diverse backgrounds
- Acceptable Police Records Check
- CSA approved safety footwear (to be always worn)
- Willingness to work a variety of shifts including Saturdays

Acknowledged by:	
(employee name)	(employee signature)
Date:	

Note: job descriptions are reviewed annually during the performance review process. The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational, customer or other operational requirements.