



Job Description

Position Title: ReStore Team Lead
Reports to: ReStore Assistant Manager
Status: Full-time/Non-Exempt
Hours: Tuesday-Saturday

Position Overview: The ReStore Team Lead's Role fulfills all the duties of the Team Member position but also serves as a back-up to the Assistant Manager and Development Coordinator for select duties. This position provides excellent customer and donor service, promotes Habitat Buffalo's mission, and supports our retail outlet to ensure inventory turnover and profitability.

Essential Duties and Responsibilities:

- Pickup donations from donor households while providing a meaningful donor experience.
- Help unload donations that are dropped off at the ReStore.
- Load customer's purchases into personal vehicles.
- Clean and merchandize donations to be placed on sales floor.
- Provide excellent customer service to diverse customer base.
- Educate donors and shoppers about Habitat Buffalo's mission.
- Exercise sound judgement without supervision and follow company policies, procedures and guidelines.
- Fill in for the ReStore Development Coordinator as needed, including answering donor calls, scheduling pickups using Vonigo, and routing ReStore trucks for daily donation pickups.
- Fill in for the Assistant Managers as needed, including opening and closing stores, supervising staff, handling money, and delivering bank deposits.
- Other responsibilities as needed provided by management.

Required Qualifications:

The ReStore Team Member must be customer service driven and believe in and demonstrate how the Restores support the mission of Habitat for Humanity Buffalo

- Valid Driver's License
- Acceptable driving history compliant with DOT requirements
- Ability to lift 50lbs regularly
- Ability to travel between our two retail outlets as needed
- Ideal candidate will have customer service or retail experience.

Compensation package for Full Time employees includes a competitive hourly wage, opportunities for advancement, and a benefits package (available after introductory period) which includes access to health insurance [with company contribution], 8 paid holidays, paid time off, and 401(K) matching plan.

We encourage you to apply to join our team, where we work together every day to provide a great experience for our donors & shoppers, support each other, and make an impact on affordable housing in Buffalo!

To Apply:

Please email all cover letters and resumes to John Pfalzer, ReStore Program Manager, at jpfalzer@habitatbuffalo.org OR visit our Open Interviews Day on Thursday, September 24th from 9:00 am – 3:00pm, 1675 South Park Avenue, Buffalo, NY 14220. Please bring your resume and be prepared for a short (approximately 15 minute) interview.

Habitat for Humanity Buffalo, Inc. is an affirmative action/equal opportunity employer and is committed to respecting diversity and individual differences.