**Job Title:** Habitat Store Retail Associate **Position Location:** Charlottesville, Virginia **Reports to:** Store Manager  
**Employment Type:**  Full-time, Non-exempt, $15/ Hour.  **Schedule:** Tuesday - Saturday **NO EVENINGS, NO SUNDAYS  
Benefits:** 20 days of PTO, 9 paid holidays/flex days, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, 401(k) with employer match (more information available upon request). Discount on purchases at the Habitat Store - Charlottesville location

**Organization Overview:**

Habitat for Humanity of Greater Charlottesville is a non‐profit organization that brings people

together to build and rebuild homes and communities, so that everyone in Charlottesville can

have a decent place to live. We are deeply committed to working in respectful partnership with

community members to support healthy neighborhoods.

The Habitat Store partners with the community to accept and sell donations as well as purchased inventory including building supplies, furniture and home decor at discounted prices. Proceeds from the store support affordable housing creation by contributing 8-10% of the organization's annual revenue.

**Position Background and Vision:**

The Retail Associate is tasked with processing donations, maintaining and organizing retail shopping spaces and the warehouse, leading volunteers and supporting retail operations with superior customer service and professionalism.

**Prerequisite Requirements:**

* Proven experience in retail sales
* Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines with high quality work
* Professional demeanor, attitude and appearance at all times
* Ability to work well with volunteers and supervise them effectively
* Knowledge of Google Workspace
* High level of strategic thinking
* Commitment to Habitat for Humanity’s mission of service to others and The Habitat Store’s environmental initiative
* **Ability to lift 75-100 lbs consistently and be on feet for long periods of time in extreme temperatures**

**Preferred, but not required:**

* General knowledge of carpentry, HVAC, plumbing, electrical, types of wood, etc.
* Basic knowledge of hand and power tools.
* Bilingual in English and English
* Driver’s License and insurable driving record

**Scope of Responsibilities:**

* Screen community member drop-off donations for acceptability and unload professionally and efficiently
* Offer alternative options for donation items we don’t accept
* Implement donation processing systems and ensure items are prepared for display
* Load customer purchases safely and professionally
* Provide friendly, professional and personalized customer service on sales floor to drive sales and ensure optimal customer and donor experience
* Work with Store Manager to plan and implement daily volunteer tasks and ensure positive volunteer experience
* Effectively train and lead volunteers and volunteer groups
* Maintain an exceptionally organized store and warehouse through diligent attention to cleanliness and appearance
* Answer and respond to incoming calls regarding store location, donation information, directions, etc. in professional manner
* Handle cash, check, and credit card transactions with customers when needed
* Ensure that store, donations area and warehouse are appropriately stocked with supplies at all times
* Make miscellaneous repairs to damaged, but valuable donations at direction of Store Manager or Operations Manager
* Be knowledgeable about Habitat’s mission and convey it effectively to customers, donors, and volunteers
* Adhere to safety procedures and ensure safe environment for customers, donors, staff, and volunteers
* Adhere to all store policies and procedures
* Perform other duties as assigned by Store Manager or Operations Manager