

# VOLUNTEERING AT THE RESTORE

You don't have to lift a hammer to make a difference at Habitat. Help us turn donations into square feet of a kid's room or a family's kitchen!

Volunteers are welcome Wednesday through Saturday from 10 am to 5 pm. Create your own schedule. A 3-hour minimum shift preferred.



Tasks for ReStore Volunteers (no commitment or training required):

#### **Customer Service**

- Greet and speak with patrons of the ReStore. Help customers in general.
- Assist in the sales process, upselling items, or suggestion additional items.
- Explain discounts and pricing, how the ReStore turns donations into square feet of Habitat homes.
- Help reset the store, straighten items, face products, and arranging merchandise on the sales floor.

#### Cleaning

- Give the ReStore a little extra love and attention.
- · Stage merchandise to look its best and sell.
- Help keep merchandise dusted and looking beautiful.
- · Organize merchandise and displays.
- Provide customer service to shoppers.

### **Donation Receiving**

- Assist our ReStore Receiving Team with accepting donations from community members.
- Unload merchandise and prepare items for sale.
- Help move purchased merchandise from the sales floor to customer's vehicle.
- · Assist with organizing the receiving area.

## **Operations and Maintenance**

- Put your handyman skills to work and help us keep the ReStore running smoothly.
- Work with the facilities manager and store manager on small maintenance or mechanical projects.
- Use skills to fix stuff that we've had to set aside due to timing, weather, or workload.

Tasks for Regular ReStore Volunteers (at least once a month; training required):

# Truck/Donation Pick-up Assistant

- · Assist our ReStore driver and see the Valley.
- Help with finding addresses, moving merchandise from homes and businesses, and loading it into our box truck.
- Unload merchandise at the ReStore and prepare items for sale.
- Organize receiving area to accept new merchandise.

#### Cashier

- Learn to operate our Point of Sale computer system, proper cash handling procedures, and other ReStore policies.
- Help ReStore team cover breaks or fill in when team members are unable to work.
- Provide exemplary customer service, in store and on the phone.