



## Habitat for Humanity of Northwest Indiana

### ReStore Team Member Job Description

**Habitat for Humanity's Mission Statement:** Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

We are seeking a Home Improvement Sales to become an integral part of our team! You will be responsible for selling products, merchandise, and services in a retail setting in order to drive company revenue.

#### **Responsibilities:**

- Welcome and identify customer needs
- Explain products and services to customers
- Monitor inventory to ensure product is in stock
- Enter and process customer orders
- Investigate and resolve customer complaints

#### **Qualifications:**

- Previous experience in sales, customer service, or other related fields
- Ability to thrive in a fast-paced environment
- Ability to build rapport with customers
- Excellent written and verbal communication skills
- Strong negotiation skills

#### **Core Requirements:**

- Commitment to Habitat for Humanity's mission and vision (**Vision:** A world where everyone has a decent place to live).
- Be able to pass and maintain a DOT Regulated Medical Physical.
- Ability to drive a Penske rental truck to pick up donations.

- Valid driver's license | Ability to obtain MVIR (Motor Vehicle Report).
- Ability to communicate effectively with customers, donors and staff from a diverse variety of backgrounds.
- **Ability to lift and carry up to 75 pounds and team lift loads over 100 pounds.**
- Dependable, motivated and good problem-solving skills.
- Excellent customer service skills, friendly and outgoing personality.
- Ability to load truck for efficiency and protection of donated items.
- Truck driver as needed, work receiving and on the sales floor assisting customers with purchases and donations.

**Preferred Requirements:**

- 2-3 Years of Sales & Box Truck Driving Experience
- Experience in furniture and hardware sales
- **Prior sales experience is required for this position (2-3 Years Minimum)**
- **Must have a valid license.**
- **Application/Resume must include some references.**
- **Background Check/Drug Test required.**