



Job Title: ReStore Sales Associate

Reports To: ReStore Manager and ReStore Supervisors

FLSA Status: Non-Exempt / Full-Time

Location: Habitat for Humanity ReStore

Salary Range: Competitive pay & benefit package, depending on experience.

Position Summary

The Sales Associate provides excellent customer service, conducts sales and merchandising. Serving as ambassadors for Habitat, they must develop and maintain good relationships with customers, volunteers, and family partners. Perform all responsibilities in a professional and ethical manner to achieve a safe and positive customer experience and ensure the continual improvement of the ReStore reputation, productivity, and profitability. This role ensures the store operates efficiently, profitably, and in alignment with Habitat for Humanity's mission to help build homes, communities, and hope.

Organizational Commitment

As a representative of **Habitat for Humanity of Marion County**, the **ReStore Sales Associate** is expected to actively support and uphold our mission, vision, and core values in all aspects of their work:

Mission: Seeking to put God's love into action, to bring people together to build homes, communities, and hope.

Vision: A world where everyone has a decent place to live.

Core Values

Servant Leadership – We lead by serving.

We are committed through our actions to uplift individuals, families, and communities and to inspire others to join us in our mission.

Accountability – We take responsibility for our actions and commitments.

We are dedicated to upholding the highest standards of reliability and transparency, honoring our promises and continuously learning from our experiences.

Compassion – We act with empathy and kindness.

We honor, respect and value every person we serve by fostering a culture of care and belonging.

Legacy – We build together for generations to come.

We are focused on building a sustainable future where our community grows stronger, and families thrive for generations to come.

All employees are expected to embody these principles in decision-making, customer service, volunteer engagement, and collaboration with coworkers and the community.

Responsibilities

1. Provide excellent customer service.
2. Accurately perform sales transactions on the cash register with cash and credit card transactions.
3. Conduct opening and closing procedures for the cash register.
4. Issuing sold tags for delivery and customer pickups, and calling customers for pickup time reminders, as well as documenting these calls.
5. Maintain the cleanliness and safety of the sales floor and all work areas.
6. Assist customers by answering questions and enhancing their shopping experience.
7. Intake Donations. Cleaning, Testing (minor repairs when needed), Pricing, and merchandising the product for sale.
8. Successfully completing any other daily task as assigned.
9. Follow policies and procedures.
10. Help create an environment within the ReStore that reflects the mission of Habitat for Humanity.

Qualifications

Required Experience:

- High School graduate or GED recipient.
- Cash handling, basic math, counting skills, and calculator use.
- Ability to successfully complete a criminal background check and drug screening.
- The ability to work independently in an organized fashion in a fast-paced environment and effectively manage multiple tasks.
- Have excellent communication and interpersonal skills while dealing with customers and fellow staff members.
- High school diploma or equivalent.
- Proficiency in Microsoft Office Suite (Excel, Word, and Outlook).

Physical Requirements

- Ability to stand/walk on a concrete surface for long periods.
- Ability to lift heavy boxes and furniture. (Minimum of 50 pounds)
- A retail store and warehouse setting, which includes both indoor and outdoor work.

Work Requirements

- Working on Saturdays
- Some occasional early morning, evening, and extended weekend hours are required for Habitat events and meetings.
- Reliable transportation to and from work.

Measurables

1. Customer Service Performance

- Greeting and assist **100% of customers** within **30 seconds** of entering the sales floor.

2. Sales Accuracy & Register Performance

- Maintain a **98% or higher register accuracy rate** (minimal cash over/short variances).
- Complete all sales transactions within an average of **2–3 minutes per customer** to ensure efficient checkout.

3. Donation Intake, Processing, and Merchandising

- Process, clean, test, price, and merchandise an average of **25–40 items per shift**, depending on department volume.
- Ensure all processed items are placed on the sales floor within **24 hours** of intake unless otherwise directed.

4. Store Appearance & Safety

- Ensure sales floor standards (organization, pricing visibility, and safety aisles) meet ReStore guidelines with **95% compliance** on supervisor walkthroughs.

5. Teamwork, Reliability & Policy Compliance

- Maintain **100% punctuality and attendance compliance**, excluding approved leave.

Additional Responsibilities

This job description reflects the core responsibilities of the role but is not intended to be all-inclusive. The **ReStore Sales Associate** may be required to perform other duties as assigned to meet the evolving needs of Habitat for Humanity of Marion County. Flexibility and a willingness to adapt to changing priorities are essential. Assist with Habitat events, which include weekends and/or late evening hours.

I acknowledge receipt of the job responsibilities document. I understand that this document is intended to describe the general nature and level of work being performed but are not seen as a complete list of responsibilities, duties, and skills required. Also, this does not establish a contract for employment and is subject to change at the discretion of the employer. This employment is at-will, which means that either the employee or employer may terminate the relationship at any time, with or without notice or cause.

Signature

Date

Print Name