



Job Title: Logistics & Communications Associate

Reports To: Logistics & Communication Supervisor

FLSA Status: Full-Time | Non-Exempt

Location: Habitat for Humanity ReStore, 926 NW 27th Ave., Ocala, FL 34475

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

Position Summary

The Logistics and Communications Associate will support the ReStore by managing donor communications, coordinating donation pickups and deliveries, and assisting with the daily operations of the donation logistics process. This role ensures donor satisfaction, optimizes pickup routes, and provides operational support to the ReStore team as needed.

In addition, the Logistics & Communications Associate will support the communications center by answering phone calls for the entire organization and directing them promptly to the appropriate staff member or department.

The ideal candidate will be highly organized, demonstrate excellent phone etiquette, be customer-focused, and have experience in logistics or dispatching, with a strong commitment to Habitat's mission, vision, and core values.

As a key support to both retail operations and organizational communication, the Logistics & Communications Associate ensures the smooth coordination of people, resources, and customer service efforts that reflect the heart of Habitat's mission. 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 **Logistics & Communication 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. Donation Scheduling

- Serve as the primary point of contact for incoming donor calls and inquiries.
- Review donation offers and approve or decline items based on ReStore guidelines and item condition.
- Schedule donation pickups efficiently, coordinating with donors, drivers, and warehouse staff.
- Collaborate with the Logistics & Communications Manager to adjust schedules based on store needs, staff availability, donation volume, and volunteer support.
- Support daily truck routines for donation pickups, ensuring alignment with donor availability.
- Communicate clearly with drivers regarding schedule changes, donor instructions, and special handling requirements.
- Schedule deliveries as needed.
- Apply ReStore's criteria for acceptable items consistently across both store locations.
- Assist in ReStore operations, such as merchandising or warehouse support, when time allows.

2. Communication Center

- Answer and route incoming phone calls for the entire organization, ensuring professional, timely, and compassionate customer service.
- Serve as a central communication hub, providing information or connecting callers with appropriate staff members across departments.

- Learn community organizations and purpose to allow for referrals for those in need.
- Stay informed on Habitat's events to efficiently share pertinent information.
- Represent Habitat's values and mission in every interaction, especially when serving as the first point of contact for the public

Scorecard – Measurables

Telephone Responsiveness

- Answer all incoming phone calls **within three (3) rings** to ensure prompt and professional communication.

Donation Growth

- **Increase total donations by 5%** by the end of the reporting period through enhanced donor engagement and outreach initiatives.

Donation Processing Efficiency

- **Reduce donation denials by 3%** to minimize rework and ensure efficient use of staff time and resources.

Qualifications

- Strong organizational and multitasking skills.
- Excellent verbal and written communication skills.
- Customer service experience preferred.
- Ability to coordinate multiple schedules and adjust to changing priorities.
- Team-oriented and flexible to assist in store operations as needed.

Required Experience

- High school diploma or equivalent.

Skills

- Proficiency in Microsoft Office Suite (Excel, Word, and Outlook).

Physical Requirements

- A retail store and warehouse setting, which includes both indoor and outdoor work.

Additional Responsibilities

This job description reflects the core responsibilities of the role but is not intended to be all-inclusive. **The Logistics & Communications 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