

VOLUNTEER JOB DESCRIPTION – GENERAL HELP PERSONNEL

The cash and pricing personnel volunteers provide assistance in the ReStore with housekeeping duties, customer service, material pickup, and merchandise repairs. This support allows Habitat for Habitat Newfoundland and Labrador (“HFHNL”) to raise funds to cover the affiliate’s operational costs and build homes across the province.

1 Time Commitment

- 1.1 This position requires a minimum of 8 hours per month; hours of operation – Tuesday-Saturday 9:00am-5:00pm.
- 1.2 This position requires a minimum 3 month commitment.

2 Responsibilities

- 2.1 Greeting and serving all customers.
- 2.2 Presenting a tidy, well laid out store with clean and neatly displayed product.
- 2.3 Good knowledge of products and able to answer customer questions in a positive, friendly manner.
- 2.4 Eliminating potential hazards to staff or customers.
- 2.5 Assisting donors with drop off donations.
- 2.6 Answering the phone in a pleasant manner, ensuring the customer is satisfied with the conversation.
- 2.7 Provide help with general housekeeping tasks.
- 2.8 Assist with merchandise pickups.
- 2.9 Assist in loading and unloading merchandise from customer’s vehicles and ReStore vehicles.
- 2.10 Assemble/disassemble merchandise.
- 2.11 Assist in moving merchandise onto the sales floor.

3 Qualifications

- 3.1 An understanding of the Habitat for Humanity philosophy and the desire to promote it.
- 3.2 Ability to work within a team.
- 3.3 Excellent organizational skills.
- 3.4 Detail oriented.
- 3.5 Excellent verbal and written communication skills and the ability to effectively communicate with customers, HFHNL staff members, and volunteers.
- 3.6 Friendly, approachable, and outgoing.
- 3.7 Must be at least 16 years old.
- 3.8 Must wear CSA approved footwear at all times.

4 Position Benefits

- 4.1 Satisfaction of contributing to HFHNL's mission.
- 4.2 Training development.
- 4.3 Letter of reference.
- 4.4 15% discount at the ReStore after volunteering for 40 hours.

PASSED, APPROVED, AND ADOPTED THIS _____ DAY OF _____, 20_____.

Chairperson
Habitat for Humanity Newfoundland and Labrador
Board of Directors

Witness

Director
Habitat for Humanity Newfoundland and Labrador
Board of Directors

Witness