



**Habitat for Humanity-Spokane**  
**The Habitat Store**  
**Donation Ambassador**  
Job Description

**Job Title:** Donation Ambassador  
**Department:** The Habitat Store  
**Reports To:** Warehouse Manager  
**FLSA Status:** Non-exempt  
**Prepared Date:** July 2017

**Summary** Drives truck with capacity under 3 tons to transport donated materials in liquid or packaged from specified destinations such as plants, residences, offices, or within industrial yards to The Habitat Store and builds relationships with donors, vendors, customers and volunteers by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Verifies load against shipping papers and helps coordinate pick-ups.

Drives truck to destinations.

Provide excellent customer service to donors, volunteers and customers.

Evaluates donated items for The Habitat Store per acceptance criteria and screening for product usability

Prepares in-kind donation receipts for loads picked up and turn them into Store Manager at least twice a week

Maintains truck log per state and federal regulations

Maintains telephone or radio contact with Warehouse to receive delivery instructions.

Communicating with Warehouse Manager regarding incoming donations

Loads and unloads truck.

Inspects truck equipment and supplies such as tires, lights, brakes, gas, oil, and water and picks up needed supplies for routine maintenance on truck.

Performs emergency roadside repairs such as changing tires, installing light bulbs, fuses, tire chains, and spark plugs

Responsible for scheduling pick-ups per working with the Warehouse Manager

Assisting Habitat Store staff where needed

Maintain an effective working relationship with Habitat staff, volunteers, Habitat partner families and customers.

Works with volunteers

Promotes the Habitat Store as an opportunity for donating, shopping and volunteering



## Habitat for Humanity-Spokane The Habitat Store Donation Ambassador Job Description

Promotes the mission of Habitat for Humanity-Spokane to customers, donors, volunteers and the community

Attends Habitat-Spokane events as required

### **Supervisory Responsibilities**

This job has supervisory responsibilities over Volunteers assigned to help with duties making sure their experience is meaningful.

**Competencies** To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Designs work flows and procedures.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Business Acumen - Understands business implications of decisions.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities.



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Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Demonstrates persistence and overcomes obstacles.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Honest

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

High school diploma or general education degree (GED); and one year customer service or sales experience and/or training.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.



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**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certificates, Licenses, Registrations**

Current driver's license (CDL is not required), fork-lift training certificate or be able to obtain within six weeks of employment.

**Other Qualifications**

Habitat for Humanity-Spokane is a Christian housing ministry and all employees serve in a ministerial and service capacity.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must frequently lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts; high, precarious places and vibration. The employee is occasionally exposed to wet and/or humid conditions; fumes or airborne particles; extreme cold and extreme heat. The noise level in the work environment is usually moderate.