



Warehouse Lead – Store Ambassador Job Description

Job Title: Warehouse Lead – Store Ambassador

Department: The Habitat Store

Reports To: Warehouse Manager

FLSA Status: Full time, Non-exempt

Compensation: \$33,862 - \$34,320

Summary The Warehouse Lead will report to the Warehouse Manager and will be responsible for the receiving, evaluating and pricing of donated items. In addition, this position requires driving the warehouse truck to pick up donations in the community. This is a full-time position in our store warehouse and will be an ambassador for Habitat for Humanity – Spokane. You will often make a first impression of the organization to donors and customers. As a Warehouse Lead at Habitat – Spokane, you will play a crucial role in supporting our mission of building homes, communities, and hope through affordable housing solutions.

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

Create a positive guest experience for both customers and donors.

Valid Drivers License required. Ability to drive donation pick-up truck to residences in Spokane and surrounding areas on a weekly basis. Load and secure contents. Strong communication skills and ability to positively represent Habitat for Humanity – Spokane.

Participation in safety training programs, identify and report any potential hazards, and contribute to the continuous improvement of our safety program.

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

Become forklift certified by Warehouse Manager and routinely operate to arrange, stock, or unload product from incoming delivery trucks

Process sales transactions accurately using a point-of-sale system. Handle cash, credit and debit card payments efficiently.

Skilled in efficient organizational flow of warehouse and donations processing.

Ability to manage multiple duties while maintaining daily responsibilities and safety rules.

Assist in unloading donation truck for quick processing, pricing and to get to the product to the sales floor. May help load trucks for special events and activities when needed.

Able to effectively lead, supervise and train volunteers and groups while volunteering in the store.

Screen donations to protect the organization from undue burden of accepting hazardous materials, non-saleable items, and items with a disposal cost.



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

Determine fair market value of donations through all available resources – Internet, first-hand knowledge, etc.

Maintains store and facility; clean shelves, bathrooms and retail display as well as restock merchandise as needed.

Develop and implement with warehouse manager improvements involving all aspects of Store donation receiving.

Maintain the warehouse in an organized manner and ensure pathways are safe from hazards to other team members.

Knowledge of general merchandising techniques and store operating procedures.

Ability to adapt to changing circumstances, learn new skills and thrive in dynamic environments.

Answer Customer questions in a timely and positive manner.

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

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 workflows and procedures. Ability to determine value and price accordingly.

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;



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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.

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.



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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, warehouse 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.

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

A fork-lift training certificate or be able to obtain within 90 days 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.



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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.

