

**ReStore Donation Scheduler / Store Associate  
Job Description**

**Hours:** 40 hours per week, Tuesday – Saturday, 8:30 a.m. – 5:00 p.m.

**Reports to:** ReStore Managers

**THE ORGANIZATION**

Solano-Napa Habitat for Humanity, Inc. (SNHFH) is one of 1,200 nationwide affiliates of Habitat for Humanity International (HFHI). It is an IRS-designated 501(c)(3) California non-profit corporation which serves both Napa and Solano Counties of the Bay Area in Northern California.

The mission of the ReStore is to provide a long-term, stable funding source for our Habitat for Humanity affiliate, as well as reducing solid waste disposal, and offering a resource for community members to purchase discounted merchandise.

**Position Description**

The Donation Scheduler / Store Associate position is critical to the success of the ReStore. It drives the flow of donated merchandise into the store by interacting with donors and organizing / scheduling pick-ups within our online scheduling platform.

The scheduler of donations is often operating in a fast-moving, high-stress, busy and active office environment. If you thrive on solving puzzles on a real-time, moment-to-moment basis and can remain calm and professional under pressure, you will be well suited to this position. The Donation Scheduler also needs to be continually flexible and able to pivot between differing tasks on a moment's notice.

**Responsibilities** – include but are not limited to:

***Donation Scheduling – primary duty:***

- Heavy scheduling of donation pick-up requests via online submissions, email, and phone calls
- Coordinates donation pickups, which includes map routing, responding to calls, confirmations, reminders, issuing receipts
- Leads the donation pick-up team, briefing and debriefing throughout the pick-up process
- Ensures donations fit within the ReStore guidelines of acceptable donations
- Acumen of online software scheduling programs is an advantage
- Must be able to politely and professionally decline unacceptable donations on a regular basis
- First point of contact for all incoming store and scheduling phone calls

***ReStore Associate – as available:***

- Assists in the daily operations of the Restore
- Assists with cashiering
- Assists with merchandise pricing
- Assists customers, answers questions

**Knowledge, Skills and Abilities**

- Knowledge of cash register and computer programs such as Microsoft Office and Clover POS systems.
- Able to adapt quickly to new software
- Must possess excellent verbal and written communication skills
- Outstanding problem-solving skills
- Respectful and professional interpersonal communication skills
- Effective interpersonal skills working with a diverse group of volunteers and staff

**Education and Training**

AA or higher degree preferred. Previous scheduling experience is strongly preferred. Retail, customer service experience is helpful. Passing a criminal background check is required.