

Job Title: ReStore Retail Employee

Department: Habitat for Humanity ReStore

Position Type: Full-Time

Reports To: ReStore Manager / Assistant Manager

Job Summary:

The ReStore Retail Employee supports Habitat for Humanity's mission by assisting with daily operations of the ReStore, a nonprofit home improvement store and donation center. The position involves receiving donations, customer service, cashier as needed, pricing merchandise, organizing displays, pickup donations via Restore truck, and maintaining a clean, safe, and welcoming environment.

Key Responsibilities:

- **Customer Service:**
Greet customers, assist with locating items, answer questions, and provide excellent customer service.
 - **Donation Intake:**
Receive and inspect incoming donations for quality and safety; help unload donations and issue receipts.
 - **Merchandising & Inventory:**
Price, label, and organize merchandise for sale; stage and display items effectively to encourage sales.
 - **Store Maintenance:**
Maintain cleanliness and organization of the sales floor, backroom, and loading dock areas.
 - **Safety & Compliance:**
Follow all safety procedures; assist with proper lifting, storing, and handling of items.
 - **Cashiering:**
Operate POS system, cash register/drawer, and credit/debit card processor accurately
 - **Team Support:**
Work collaboratively with staff, volunteers, and other team members to ensure store goals are met.
 - **Customer Pickup:**
Assist with pickup of donations using company vehicles (valid driver's license may be required).
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Other Duties

- Assist with special events, sales promotions, or extended hours when needed
- Support other store tasks or projects as assigned by management
- Participate in training or staff meetings
- Comply with Habitat for Humanity's mission, policies, and code of conduct

Required Qualifications & Skills

- High school diploma or equivalent (preferred)
- Prior cashier, retail, or customer service experience
- Basic math skills, ability to handle cash accurately
- Proficiency in operating POS systems, cash registers, credit card machines
- Strong verbal communication and interpersonal skills
- Friendly, courteous demeanor and customer-oriented attitude
- Ability to multi-task and work in a fast-paced environment
- Reliability, punctuality, and ability to maintain a flexible schedule (including some weekends)
- Ability to lift and move merchandise (e.g. up to 25–50 lbs or per local affiliate requirement)
- Ability to stand for extended periods, bend, reach, and perform repetitive motions
- Ability to follow procedures, maintain confidentiality, and work with staff & volunteers

Preferred Qualifications

- Experience working in a nonprofit or thrift retail environment
- Familiarity with donated goods, furniture, building materials, or home improvement items
- Experience supervising or training volunteers

Physical Requirements & Work Conditions

- Prolonged standing and walking on concrete or retail surfaces
- Frequent bending, lifting, carrying, pushing, pulling (merchandise, boxes, furniture)
- Occasional exposure to dust, cleaning chemicals, and variable weather (for loading/unloading)
- Ability to handle repetitive motions (scanning items, entering transactions)
- Must be able to lift merchandise per affiliate policy (e.g. up to 25–50 lbs)

Working Hours / Schedule

- Typical store hours (e.g. Tuesday–Friday, 10 am to 5 pm and Saturday 9am to 5pm), may include occasional evenings, holidays
- Shift flexibility and weekend coverage required
- Opening or closing shifts depending on the store schedule

Compensation & Benefits

- Hourly wage (varies by affiliate and experience)
- Possible benefits if full-time (health, PTO, retirement)
- Employee discount on store merchandise
- Opportunities to contribute to a mission-driven organization

Application Instructions

- To apply, please submit your resume and cover letter to employment@sandhillshabitat.org or through our Employment Opportunities Page at www.sandhillshabitat.org. Applications will be reviewed on a rolling basis until the position is filled.

Compliance & EEO

- Applicants must be authorized to work in the United States and willing to undergo a background check. Habitat for Humanity of the NC Sandhills is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.