



Position: ReStore Customer Service & Outreach Manager

Reports to: ReStore Director

Qualifications: High School diploma or equivalent required, college degree preferred. Retail experience desired.

Requirements/Skills: Must be "team oriented", committed to customer service, have very good people skills and understand own knowledge limitations. Should have ability to be "customer friendly" yet firm. Ability to handle money, make change, change paper on machines, etc. required. Candidate must be friendly, yet industrious. Good phone presence and positive and professional demeanor required. Needs to be organized and able to work with others to organize ever-changing inventory in existing space.

Familiarity with email, Microsoft Excel and Word are desirable. Good communication skills (both verbal and written) are necessary. Must be able to clearly and passionately articulate the mission of HFH-QC and the mission of the ReStore. The ability to work effectively and sensitively with a diverse group of people and the ability to represent and have an understanding of our Christian organization is required. A valid driver's license and reliable transportation are necessary.

Hours: 30-40 hours/week

Tuesdays – Saturdays (semi-flexible schedule)

Customer Service Job responsibilities include:

1 - Customer service/Volunteer resource.

Job will include answering questions, providing supervision of volunteers and customers, assisting with merchandise, clarifying policies, resolving disputes, answering phone, greeting customers.

2- Manager on Duty.

Customer Service Manager will develop sufficient knowledge of merchandise and store procedures to serve as Manager On Duty (primary "go to" person for volunteers and customers).

3 – Merchandising

Assist staff and volunteers to prepare appropriate space for incoming items.
Facilitating the logical and attractive display of merchandise.

4 – Cashier assistance

Bagging, facilitating checkout, covering cashier absences

5 – Volunteer assistance

Add jobs to daily list

Supervise and facilitate utilization of volunteers.

Help volunteers sign up for work, check-in/out on computer if necessary.

6 – Routine cleaning –

Assist with overall store cleanliness.

7 – Office assistance

Make in-store promotional signs, price tags, etc. as needed

8 - Safety

- Keep an eye out for potential safety hazards and eliminate them or bring them to the attention to someone who can.

- Look out for the safety of other paid and volunteer staff.

Outreach Job responsibilities include:

1 - Manage communication with donors and customers

- Write, edit and electronically distribute the ReStore monthly e-news, customer e-postcards and other electronic communications

- Produce one or 2 paper versions of the newsletter per year, as needed

2 - Produce and coordinate print advertising

Develop print ads and coordinate with appropriate media contacts

3 - Coordinate design and production “out of store” displays

Oversee and/or participate in design and production of banners, booth displays, signs, etc.

4 - Represent ReStore in the community

Attend meetings of civic groups (Chamber, Homebuilders, etc.)

Appear on local t.v. or radio programs, when appropriate

Help staff ReStore booths at Farmers Market, Home Shows, similar events

5 - Be liasion with media contacts

Inform appropriate media personalities of interesting ReStore news and stories

Write and distribute press releases, as needed.

6 - Make harvesting contacts

Contact appropriate municipal or private property owners regarding possibilities of harvesting properties prior to demolition.

7- Coordinate in-store classes

Schedule, coordinate, advertise, and facilitate in-store craft classes.