



An Equal Opportunity Employer working in a drug-free environment

Position: ReStore Associate/E-Commerce Coordinator

Classification: Hourly (non-exempt)

Status: Part time, evening and Saturday hours may be required.

Supervisor: Manager on Duty

Date last Update: July 2023

Salary Range: \$20

SUMMARY: The ReStore Associate/E-Commerce Coordinator is responsible for ensuring ReStore's day-to-day operations are carried out efficiently and effectively, and is also tasked with overseeing our E-commerce, Social Media and donation scheduling accounts. The responsibilities include but are not limited to: determining which items will be added to eBay, posting identified items, communicating with buyers, and shipping the sold products. This position is also tasked with monitoring our social media and donations scheduling software. This will also require working with the Passaic County Habitat for Humanity (PCHFH) Communications & Marketing Manager to create and post social media content, and include communicating with donors and confirming donation pickup appointments. Basic ReStore operations include: customer service, donation screening, supporting volunteers, and maintenance of the facilities and ReStore property. The ReStore Associate/E-Commerce Coordinator helps ensure that all donors, customers, and volunteers have an excellent experience at the ReStore.

Primary Responsibilities and Performance Measurement Factors

Responsible for the daily assistance of all Sales Floor and Warehouse operations:

- Reserve and suggest merchandise for Ecommerce postings
- Post the items to eBay, facilitate the online sales and ship the items
- Monitor Social Media for customer questions and comments.
- Work with the PCHFH Communications & Marketing Manager to create and post social media content
- Monitor Donation Software system, screen donations, schedule donation pickups
- Operate the Point of Sale system
- Answer customer questions or direct customer to the proper source

Shared Team Operational Responsibilities

- Ensure that a quality in-store/customer service experience is provided
- Ensure that all merchandise is properly cleaned, priced, and inspected prior to stocking
- Daily operation of the store including opening and closing.
- Stock New Merchandise
- Properly screen all drop-off donations
- Serve as a backup Donations Ambassador in the event of temporary staff shortages
- Provide adequate support to volunteers and maintain a positive work environment for volunteers
- Assist with maintaining cash management and cash reconciliation by monitoring systems for daily cash transactions, mid-day checks and deposits, and providing accurate accounting of daily receipts
- Assist with maintaining inventory acquisition and inventory control
- **Other duties as assigned by ReStore Assistant Manager and ReStore Associate Director.**

Qualifications

Required

- Valid Driver's License with a good driving record
- Ability to safely lift at least 50 lbs. on an occasional basis (Our store sells and moves mostly furniture)

- Ability to occasionally spend majority of the day standing or moving. Work may require climbing ladders, considerable standing, bending, kneeling, and reaching in awkward and tiring positions.
- Proficient with MS Office Suite (Outlook, Excel, Word, Publisher)
- Strong organizing and merchandising skills
- Excellent customer service skills
- Ability to work independently
- Strong written and oral communication skills
- Commitment to the mission of Passaic Count Habitat for Humanity

Preferred

- Experience with the EBay platform and most social media sites.
- Experience with computerized POS systems
- Beginner level Spanish skills is a plus!