

## DRIVER / SALES ASSOCIATE (Full-time)

### Position Description

Date Revised/Reviewed: January, 2019

**Position Status:** Full Time  
**Reports to:** ReStore Manager  
**Provides Direction to:** Salvage Assistant and Volunteers

### POSITION OVERVIEW

Understanding and committed to the mission of Habitat for Humanity Grey Bruce (HFHGB), the Driver / Sales Associate is part of a team (employees and volunteers) responsible for pick-up and delivery of products and providing top level customer and donor service in compliance with HFHGB's policies and procedures.

### AREAS OF RESPONSIBILITIES

#### Product Pick-up and Deliveries

- Work with the Driver and Salvage Coordinator to:
  - Pick up products and conduct deliveries as directed by the Salvage Coordinator who determines the daily and weekly schedule
  - Determine best route to maximize use of trucks
  - Load and off-load product
  - Ensure that each client contacted receives outstanding service as defined by the standard of: acknowledging with a friendly greeting, responding politely to questions
  - Fill-in for the Driver and Salvage Coordinator when they are not scheduled to work

#### Truck Maintenance

- Assist the Driver and Salvage Coordinator to:
  - Perform safety and maintenance checks as required
  - Clean trucks as required
  - Ensure trucks and equipment are safely and securely stored

#### Customer /Donor Service

- Ensure that each customer and donor receives outstanding service as defined by the standard of:

acknowledging customers with a friendly greeting, responding politely to customers' questions (this will require maintaining up to date HFHGB and product information) assisting customers' with purchases (lifting, bagging, carrying purchases to customers' vehicles)

- Assist donors who have products and electronic waste to donate
- Process customers' orders (cash, debit/credit) following cash register procedures

### **Store Operations**

- Assist with unloading, processing and the display of products
- Assist with product assembly and repair
- Assist with keeping the store safe, clean and orderly
- Assist volunteers as needed

### **Safety**

- Drive HFHGB vehicles and use all equipment in a safe and efficient way according to all relevant legislation
- Follow all HFHGB safe work practices, safety policies and procedures
- Notify the MOD of any safety /hazardous issues

### **Other**

- Reflect a positive image of the organization
- Other duties as assigned by the Manager or MOD

## **REQUIRED EDUCATION, SKILLS, KNOWLEDGE AND ABILITIES**

- Secondary school diploma; post-secondary preferable in a trade or construction area
- Strong client service and public interaction skills
- Effective oral and written communication skills
- Proficient spoken and written English with the ability to read, count, and write to accurately complete all documentation
- Possess strong computer skills (email, Word, Excel spreadsheet)
- Punctual and reliable
- Knowledge in the use of tools and power equipment
- Knowledge of truck operation and safety
- Ability to work with others in a team environment
- Physical ability to move and lift products of varying size and weight (up to 50 lbs.)
- Ability to adapt to a changing environment and unexpected shifts in priorities
- Valid driver's license

### **Experience**

- Minimum 2 years' experience driving a truck
- Clean driving abstract
- Retail experience an asset

### **Requirements**

- Full time, 40 hours per week, salaried position
- Weekends as scheduled
- Work location is Owen Sound