Guest Services (Down Valley)

Reports directly to: ReStore Manager

Department: ReStore; Non-Exempt

Position: Full-time with the possibility of weekends and holidays

Habitat for Humanity of the Roaring Fork Valley ("Habitat RFV"), has been partnering with local families for over 20 years to help them build a safe and secure place they can call home. Providing a hand up, not a handout, is at the core of Habitat’s mission. Habitat homeowners help build their own homes alongside our staff and volunteers and pay an affordable mortgage. Habitat for Humanity is a global nonprofit housing organization working in local communities across all 50 states in the U.S. and in approximately 70 countries. Habitat’s vision is of a world where everyone has a decent place to live.

Key Responsibility Areas:
- Sales floor presence, greet each guest in the area and offer assistance. The guest shopping experience is a priority.
- Process doors, windows, cabinets, vanities, plumbing, appliances, lumber, stone, and tools.
  - Ensure items are uploaded into Yellow Dog accurately, and that price tags are consistent.
- Make sure the home improvement section is safe, organized, shoppable, and clean.
- Set up home improvement displays.
- Answer guest questions or find another team member to assist them.
- Ask for help and support when needed!
- Maintain safety and sanitation protocols.
- Assist in unloading and loading of items into vehicles.
- Proactively use radio communication.
- Work with teammates to accomplish overall tasks in the home improvement section.
- Help the team with open/close procedures

Required Education, Experience, Knowledge & Skills:
- High school diploma or equivalent.
- Understanding of Habitat for Humanity of the Roaring Fork Valley’s vision and desire to advance our mission of affordable housing within our service area.
- Knowledge of building supplies.
- Excellent process management skills.
- Superior communication skills.
- Self-motivated with the ability to work independently and as a part of a team and with great energy and persistence.
- Critical thinking, problem solving, accuracy and attention to detail.
- Available to work weekends and evenings.
Physical Requirements to Perform Duties:
● Ability to be on one's feet for extended periods of time.
● Ability to lift at least 50 pounds on a regular basis.
● Ability to work in varying weather conditions.
● Ability to use basic power tools.