**Habitat for Humanity Northwest Harris County**

**Job Title**: Operations Support Associate

**Reports to**: ReStore Director

**Status**: Paid/ Full Time

**Summary**: Provides excellent customer service to facilitate positive, successful relationships with donors, customers, and volunteers. Provides safe and effective material handling and processing of donations, purchases, and deconstructed material.

**Qualifications**:

* 5 years of experience in a customer service-oriented environment.
* 2 years of Forklift operation experience
* Ability to bend, twist, stoop, stand for long periods of time and to lift 50 lbs. repeatedly throughout the day
* Mathematical-measurement skills, attention to detail, and the ability to process material quickly and accurately
* Positive, helpful attitude toward customers, including the ability to speak clearly and convey information accurately
* Ability to work in a non-climate-controlled atmosphere
* Self-motivated, reliable and enthusiastic. Enjoy working with people with diverse backgrounds.
* Organized with attention to safety and detail
* Excellent written and verbal communications skills.
* Ability to handle and defuse challenging situations with tact.

**Essential Duties and Responsibilities:**

* Greet/Acknowledge customers in the ReStore.
* Provide excellent customer service-Go the extra mile!
* Study the store lay out and product availability and be able to direct customers or make suggestions. Ask questions to expand knowledge.
* Keep the aisles and the displays of the showroom clear, clean, and organized.
* Take priced items to showroom to restock merchandise.
* Operate forklift safely to load and unload material.
* Measure, label, organize, and package merchandise.
* Load, unload, protect, and process items carefully.
* Expedite answers to customer questions.
* Assist with Deconstruction projects, donation pickups and merchandise deliveries as needed.
* Report any issues or hazards to the person in charge for the day.
* Contributes to the team effort by following policies and procedures; reporting customer and donor feedback, and by completing daily task assignments and reports.
* Coordinate other duties and special projects as assigned by the Restore Director, Director of Operations, and ReStore Leadership team.

**Position Status: Hourly /Non-Exempt**

**Habitat for Humanity Northwest Harris County is a 501-C-3 nonprofit organization that has been building homes for over 20 years. With the help of 2000 volunteers, we build homes for low income, partner families in Northwest Harris County**