



## *Customer Service/Greeter Volunteer Description*

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**SUPERVISOR:** ReStore Manager, Caln ReStore  
ReStore Manager, Kennett Square ReStore

**GENERAL SUMMARY:** The position's primary responsibility is to greet customers that visit or call the ReStore, answer questions and provide information about the ReStore and about the Habitat affiliate. Position is also responsible for assisting other volunteers and staff as needed.

**Detailed instructions are given at each new assignment. As the person becomes familiar with procedures, more unsupervised judgment and decision making duties are given. The work is subject to review as needed by the ReStore Manager.**

### **RESPONSIBILITIES**

- Greet customers by phone or in person.
- Explain the layout of the ReStore and the range of inventory on hand.
- Escort customers to specific items when appropriate and explain the purchase options.

### **QUALIFICATIONS**

- Must be people-oriented, flexible, enthusiastic, and willing to advocate the mission of Habitat for Humanity of Chester County.
- Exhibit positive working attitude by demonstrating respect for fellow workers, donors and customers.
- Demonstrated history of being a self-starter with the ability to respond to high standards of customer service and satisfaction.

### **SCHEDULE**

- 6 month – 1 year commitment

### **DAILY DETAILS**

- Minimum 1 day per week for 4 hours. Store hours are Tuesday through Friday 9:00 am to 6:00 and Saturday 9:00 a.m. to 4:00 p.m.

### **TRAINING PROVIDED**

- On-site training is provided and consists of an orientation, review of the Volunteer Manual, and hands-on training in action. A follow-up buddy system can be provided upon request until no further assistance is needed. On-going supervisions and training will be provided as needed.

**BENEFITS TO VOLUNTEER:**

- Appreciation
- The opportunity to interact with a variety of different people
- Being part of Habitat for Humanity of Chester County's mission
- Being part of the Habitat for Humanity of Chester County ReStore's mission to support the construction of housing for low-income families by reusing, recycling, and selling building materials and furnishings donated by the community
- ReStore discount (30%) with a 4 hour per week minimum commitment  
(All new product must be on the showroom floor for at least 24 hours for discount to be honored.)