



## **Job Description** ReStore Coordinator

### **Overview**

This team member is often the first point of contact for the donors, shoppers and volunteers of the ReStore; therefore, it is essential that they have great customer service skills in person, on the phone and online. They have a professional demeanor and a strong work ethic. The Coordinator is a person who is able to provide a positive experience to all who interact with them, even in the most challenging situations. They are able to communicate ideas and issues to their colleagues and the ReStore Manager, and find solutions to customer inquiries. This person plays a supportive role to the Manager in order to maintain and improve the operations of the store. Their eager attitude enables them to be a productive person who also brings innovative and solution focused perspectives to various issues that affect operations.

### **Roles & Responsibilities**

The ReStore Coordinator is responsible & accountable for the implementation, efficiency & continuous improvement of the Donor Experience Protocol. This responsibility is to be implemented in collaboration with the Warehouse Coordinator. The ReStore Coordinator is responsible for:

- Ensuring proper execution of the Donation experience protocol by staff and volunteers;
- Schedule all donation pick-up requests and manage transportation logistics;
- Processing donor information, update database, process tax receipts, follow-up phone calls and sending cards of appreciation;
- Creating and submitting regular donor reports.

The ReStore Coordinator is responsible and accountable for the implementation, efficiency and continuous improvement of the Customer Experience Protocol. This responsibility is to be implemented in collaboration with the Merchandise Coordinator.

In addition, the ReStore Coordinator is responsible for the day-to-day duties of the ReStore, including:

- Ensure that HFHC Branding Policies are followed in all ReStore signage;
- Ensure that all other ReStore Policies and Protocols are respected, enforced and amended if necessary ie: sold items, warranty, refunds, etc;
- Ensure that the Volunteer Experience Protocol is implemented in collaboration with the ReStore Manager ie: completed criminal record check, signed waiver, sign in/out sheets, etc;
- Complete cash register transactions, end of day reconciliation and daily sales reporting;
- Responsible for maintaining clean & sanitized cash area and adequate inventory of supplies;
- Creating and submitting various sales reports
- Creating in-store signage for displays and events
- Key holder, open and closes store on a regular basis
- Ensure that all Health & Safety Protocols are followed at all times in a pro-active manner
- Monitor and post to social media accounts when designated
- Attend team meetings

### **Job Requirements**

- Able to lift at least 20 lbs
- Will be available to work approximately 40 hours per week, including Saturdays.
- Requires the physical ability to sit and stand for prolonged periods of time. This individual must stand, stoop, bend, grasp.
- Will perform other duties as directed by store management.
- Bondable
- Bilingual REQUIRED