

ReStore Donation Ambassador Assistant

Job Description

Reports to: ReStore Donations Manager

Employment Status: Full-Time, Hourly

Schedule: Tuesday-Saturday

Job Classification: Non-Exempt

Direct Reports: Volunteers, as assigned

Important Physical & Environmental Requirements

Before applying, candidates should understand that the ability to regularly lift and move donated merchandise weighing up to 60 pounds, with or without reasonable accommodation, is an essential function of this position. This is a physically demanding role that requires work both indoors and outdoors throughout the year in a fast-paced environment, including regular exposure to changing and sometimes extreme weather conditions.

The ReStore Donation Ambassador Assistant routinely assists with loading and unloading donations, moving furniture and appliances, operating moving equipment, riding in the donation truck, stocking merchandise, and supporting warehouse and sales floor operations. Employees should be comfortable performing physical work throughout the day, including standing, walking, bending, reaching, squatting, pushing, pulling, and climbing in and out of trucks.

This position requires regular exposure to varying environmental conditions including heat, cold, humidity, rain, snow, dust, and changing weather conditions while working in warehouse, donation, loading, and outdoor environments.

Position Summary

The ReStore Donation Ambassador Assistant plays a vital role in supporting the mission of Maumee Valley Habitat for Humanity by helping secure and transport donated goods that generate critical funding for Habitat homeownership and home repair programs.

This position serves as one of the primary points of contact between ReStore and community donors. The Donation Ambassador Assistant helps create a positive donor experience, assists with donation pickups and deliveries, supports volunteer engagement, and helps ensure donated items are safely transported, processed, and made available for sale.

The ReStore Donation Ambassador Assistant is expected to demonstrate Habitat values through exceptional customer service, positive donor interactions, teamwork, responsible stewardship of donated resources, and a commitment to maintaining a safe and inclusive work environment.

Essential Responsibilities

- Donation Pickup & Transportation: Assist with pickup and delivery of donated merchandise; load, secure, unload and transport donations safely; conduct inspections; stock trucks; evaluate donations; represent Habitat professionally.
- Donor & Community Relations: Provide excellent customer service; serve as a Habitat ambassador; communicate the mission; answer donor questions; encourage ongoing support.
- Volunteer Engagement: Welcome volunteers; assist with training; provide guidance and support; foster a positive volunteer experience.
- Warehouse & Store Support: Assist with sorting, staging and inventory movement; operate equipment safely; maintain organized areas; support store operations.
- Safety & Stewardship: Follow safety procedures; use proper lifting techniques; maintain clean workspaces; responsibly handle equipment and donations.
- Teamwork & Mission: Collaborate with staff and volunteers; attend meetings and trainings; support Habitat mission; perform other duties as assigned.

Qualifications, Skills & Experience

- High school diploma or GED preferred.
- Must be at least 18 years of age.
- Valid driver license and ability to meet insurance requirements.
- Experience in donation pickup, moving, retail, warehouse, logistics, or customer service preferred.
- Strong communication and interpersonal skills.
- Ability to supervise and support volunteers.
- Basic computer skills including Microsoft Office.
- Forklift certification preferred; training may be provided.
- Commitment to Habitat for Humanity mission.

Physical & Other Requirements

- Ability to regularly lift and move items weighing up to 60 pounds.
- Ability to stand, walk, bend, squat, climb, reach, push, and pull throughout the workday.
- Ability to safely enter and exit trucks multiple times daily.
- Ability to work in various indoor and outdoor environments.
- Successful completion of background check and other employment requirements as permitted by law.

- CPR, AED, and First Aid certification required; training provided if necessary.

Equal Employment Opportunity

Maumee Valley Habitat for Humanity is committed to providing equal employment opportunities and maintaining a workplace free from unlawful discrimination and harassment.

Employee Acknowledgment

By signing below, I acknowledge that I have reviewed and understand the essential functions, responsibilities, and expectations of the ReStore Donation Ambassador Assistant position.

Employee Signature: _____

Date: _____