



Job Title: Truck Driver Assistant/Donation Pick-ups

Job Function: Serves as an ambassador for the ReStore to provide quality customer service to donors and shoppers. Goes out to make donation pick-ups and loads and unloads the truck. Prepares merchandise for the sales floor and helps customers with loading purchases.

Responsibilities:

- Screen product for quality and ability to sell.
- Load and unload truck in a safe and damage-free manner.
- Work with volunteers to make their experience meaningful.
- Maintain excellent customer service in regard to donors and shoppers.
- Maintain accurate records of donor contacts and donations.
- Maintain the interior of the truck (front and back) in a neat and clean fashion.
- Assist in stocking the store as directed and in maintaining a safe and orderly receiving area.
- Assist in testing merchandise as needed.
- Assist in cleaning and arranging merchandise.
- Assist customers in loading purchased merchandise.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent.
- Excellent donor/customer service skills.
- Able to lift 50lbs. and be on your feet for 6-7 hours per day.

Critical Performance Outcomes:

- Maintaining excellent customer service.
- Meeting all pick-up schedules.
- Accepting only saleable merchandise.