



Volunteer Position: ReStore – Customer Service

Purpose: To carry out the stated purpose of the ReStore and Habitat for Humanity Mississauga. The Customer Service Volunteers provide assistance to the ReStore with front line operations. This support allows HFH Mississauga to raise funds to cover the affiliate's operational costs and build homes in the Mississauga community.

Responsible to: The ReStore Assistant Manager and Customer Service staff or employees

Risk Assessment: Level 3

Position Duties:

- Provide superior customer service
- Perform cash and credit transactions
- Assist in answering phone calls
- Assist in conducting marketing surveys with customers
- Assist customers in carrying out their purchases
- Other duties as required

Qualifications and Skills:

- Understanding of the Habitat for Humanity philosophy and the desire to promote it
- Previous experience working in retail is an asset but not mandatory
- Excellent organizational skills
- Ability to work with a team or independently
- Excellent verbal and written communication skills and the ability to effectively communicate with customers/donors, HFH Mississauga staff members and volunteers
- Detail oriented
- Friendly, approachable and outgoing

Orientation and Training: Affiliate Volunteer Orientation and Safety Training

Participant Group: ReStore Customers/donors, Affiliate Staff and Affiliate Volunteers

Screening Process: Interview, 3 References and Police Clearance Certificate

Position Benefits:

- Use professional skills in a volunteer capacity
- Satisfaction of contributing to HFH Mississauga's mission
- Training development
- Letter of Reference

