

## Central Delaware Habitat for Humanity

Position Title: ReStore Experience Ambassador  
ReStore

FLSA: Non-Exempt

Department:

Reports Directly To: Operations Manager  
5/2025; 03/2026

Date: 12/2024;

### Basic Function:

The ReStore Experience Ambassador is a front-line ambassador for customer and brand experience for Central Delaware Habitat for Humanity ReStore. The role is a crucial member of the CDHFH ReStore team responsible for a memorable, engaging, and reputation building stakeholder experience with a high level of quality and satisfaction. The ideal candidate is a supportive and enthusiastic verbal storyteller that possesses a positive, forward-looking mindset, is adaptable in a fast-paced atmosphere, and works well with the public.

### Job Duties:

- Communicate the CDHFH vision, CDHFH ReStore mission, Habitat for Humanity story, related impact, and opportunities for engagement and support as a paramount message of the ReStore brand experience.
- Perform retail sales duties including but not limited to, assisting customers, operating a point of sale (POS) system, opening and closing procedures, and following and ensuring compliance with established CDHFH ReStore procedures and guidelines.
- Help maintain a clean, organized, and sustainable working environment which attracts, retains, develops and motivates staff and volunteers.
- Project a team spirit as you engage and assist volunteers.
- Learn and communicate product knowledge, pricing structures, policies, and other resources
- Greet customers, answer questions, and provide assistance during buying experience.
- Assist customers in locating merchandise throughout the store.
- Proactively seek opportunities to up sell and/or cross sell by learning the customer's needs.
- Help build customers understanding of how the ReStore helps to support the mission of Habitat.
- Answer customer service phone lines; provide store information and directions to the store.
- Check voicemails and emails for the customer service phone/ email and pickup phone/email.
- Notify warehouse about sold items and holes (empty spaces) on the sales floor.
- Stock new paint and paint supplies.

- Keep cashier area stocked with supplies (sold tags, pick up slips, etc.)
- Keep cashier area neat, clean and organized. Empty trash in bathroom and cashier area.
- Promote safety /stay up to date with safety training
- Effectively communicate with customers and evaluate customer concerns to management as needed
- Perform other tasks as directed.

Knowledge/Skills Required:

- Nonprofit experience preferred
- Prior customer service / sales experience preferred
- Must be proficient in Microsoft Office
- Must possess good interpersonal communication skills
- Must possess good customer service skills
- Physically able to stand, bend, stoop, kneel, reach, twist, lift, push, pull, climb, balance, crouch, handle and move items weighing up to 50 pounds without assistance.
- Develop full understanding of ReStore merchandise and operations
- Must possess a valid Driver's License
- Must be able to pass a background check
- Must be able to work a flexible work schedule

Internal Interactions: ReStore Staff, Habitat Affiliate Staff

Estimated Time Commitment: Up to 40 hours/week

External Interactions: Donors/Customers, Volunteers, Homeowners and Other  
ReStore

Managers/Directors, Wholesalers

Please apply in-store or send your resume to [kfuller@centraldelawarehabitat.org](mailto:kfuller@centraldelawarehabitat.org)