

**VOLUNTEER  
CUSTOMER SERVICE  
REPRESENTATIVE**



**Work Location**      Habitat ReStore EAST      Habitat ReStore WEST  
3000 E College Ave.      5402 Integrity Way.  
Appleton WI 54913      Appleton WI 54915

**Volunteer Impact**      Customer Service Representatives make the ReStore a place customers and donors want to come back to. They maintain high customer satisfaction with their exceptional problem-solving and conversational skills.

- Responsibilities  
(In order of Priority)**
- Advocate and share with customers what we do in the community
  - Greet and interact with customers in a friendly and helpful manner
  - Assist customers by answering questions about products and materials
  - Provide help with large item purchases and sold tags
  - Merchandise and consolidate materials on the sales floor
  - Promote and maintain a safe, clean work environment
  - Cross train on registers if desired.
  - Promote a culture of elevated service

- Qualifications**
- Excellent customer service and communication skills
  - Be able to work independently
  - Able to stand and walk for extended periods of time
  - Willingness to assist or fill cashier roll as needed
  - Cash handling or retail experience a plus
  - Basic knowledge of building materials helpful

**Training**

- New volunteers train with an experienced volunteer under the direction of the Store Managers. Completion of on-line safety course is required before your first Volunteer shift. Cashier training is desired.

- ReStore Managers for tasks, scheduling with the ReStore Volunteer Coordinator

- Reports to**
- Work in a friendly, supportive environment
  - Create lasting and meaningful relationships
  - Learn about building materials

**Benefits**

- Support a nonprofit enterprise that supports safe, decent and affordable housing in our community.