



Position: ReStore – Volunteer General Help

About The Organization

Habitat for Humanity is a 38 year old association present in most provinces across Canada. The goal of Habitat for Humanity is to provide access to safe, decent and affordable homeownership to families in need. Across Canada and abroad, over 3 million people have benefited from this program. An integral way in which Habitat can achieve this goal is through the ReStore Program. A Canadian initiative, ReStore is celebrating its 24th year in Canada. Currently there are over 80 ReStores across Canada.

ReStore Mississauga, which opened in March 2012, is a retail store that accepts donations and resells quality new and used building and home renovation materials and home décor items. The ReStore funds generated, support Habitat for Humanity Mississauga to build more homes in our community. ReStores divert more than 20,000 tons of waste from landfills every year.

Primary Function

The role of the General Help Volunteer is to provide assistance in the ReStore with loading and unloading of merchandise off trucks as well as set up displays of kitchens. This support allows HFH Mississauga to raise funds to cover the affiliate's operational costs and build homes in the Mississauga community.

Reports to

ReStore Assistant Manager

Time Commitment

Minimum 1 shift of four hours per week (Minimum 6 month commitment)

Hours of Operation:

Tuesday to Friday 9am – 7pm

Saturday 9am – 5pm

Sunday 12pm – 5pm

Location

Mississauga ReStore: 1705 Argentia Road, Unit 10 – 12, Mississauga, L5M 3A9

Position Duties

- Provide direct support with merchandise, loading and unloading trucks
- Perform assigned tasks in the back of the warehouse
- Be able to set up Kitchens and/or other large items for display in the ReStore

- Be able to respond to customer inquiries regarding merchandise when needed
- Assist with loading and unloading (donation) of merchandise from/to customers' vehicles
- Be courteous, respectful and professional to both the customer and fellow volunteers
- Train and provide support to all new volunteers as required
- Ensure work area is clean, tidy and safe at all times
- Assist in providing information on Habitat for Humanity and making appropriate referrals when appropriate
- Resolve and report issues and concerns as they arise
- Other duties as required

Qualifications and Skills

- Understanding of the Habitat for Humanity philosophy and the desire to promote it
- Ability to work with a team or independently
- Friendly, approachable, outgoing
- Access to email is an asset
- Willing to take initiative
- Excellent creative and organizational skills
- Previous customer service experience is an asset but not mandatory
- Good verbal and written communication skills and the ability to effectively communicate with customers, HFH Mississauga staff members and volunteers
- Must be physically fit and to lift and unload heavy items (50lbs +)

Orientation and Training

Attend Affiliate Information Session as well as the General ReStore Orientation

Working Conditions

All Warehouse Volunteers must wear CSA footwear. These shoes can either be provided at time of your shift or you can bring your own.

Screening Process

Interview

Position Benefits

- Use professional skills in a volunteer capacity
- Develop teamwork and communication skills
- Satisfaction of contributing to HFH Mississauga's mission
- Interact and network with other professionals in the community
- 20% off ReStore purchases after completing 50 volunteer hours. Must be actively volunteering within last 60 days
- Training development
- Letter of Reference

For more information or to apply for the position please contact:

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