

Central Vermont Habitat for Humanity

Donations Ambassador Assistant / Driver Helper

Location: Berlin ReStore, 1400 US Route 302, Montpelier, VT 05641

Reports to: Executive Director

Employment Status: Full-Time, Year-Round

Schedule: Tuesday–Saturday, 9:30 a.m.–5:30 p.m. (40 hours/week)

Wage: \$18–\$20 per hour, depending on experience

Position Summary

Central Vermont Habitat for Humanity is seeking a dependable, energetic, and customer-service-oriented **Donations Ambassador Assistant / Driver Helper** to support our ReStore donation pickup and delivery operations. This position works closely with the Donations Driver to provide excellent service to donors, safely load and transport donated materials, and ensure that donations are returned to the ReStore efficiently and prepared for sale.

The Donations Ambassador Assistant is an important representative of Central Vermont Habitat for Humanity in the community. The position interacts directly with homeowners, businesses, contractors, volunteers, shoppers, and members of the public and should consistently provide a friendly, professional, and helpful experience.

The position is based at the Berlin ReStore and will work primarily in the field accompanying the Donations Driver on scheduled donation pickups. The Assistant may also drive a secondary Habitat vehicle when needed and will support general ReStore operations between pickups.

Essential Responsibilities

Donation Pickups & Donor Service

- Accompany the Donations Driver on scheduled donation pickups throughout Central Vermont.
- Provide friendly, professional, and respectful customer service to donors at every pickup.
- Represent Central Vermont Habitat for Humanity and the ReStore positively in the community.
- Assist with evaluating donations and adhere to established ReStore guidelines regarding materials that can and cannot be accepted.
- Accept only donated materials that are appropriate and reasonably saleable through the ReStore.

- Safely load furniture, appliances, building materials, household goods, and other accepted donations into Habitat vehicles.
- Use appropriate lifting techniques and equipment to safely move donations.
- Communicate with the driver and ReStore staff regarding unusual, oversized, damaged, or questionable donations.
- Help protect donors' homes and property during the pickup process.

Loading, Unloading & ReStore Operations

- Assist the driver with unloading donation trucks throughout the day.
- Ensure that donations are brought back to the ReStore and properly unloaded, sorted, and directed to the appropriate area.
- Assist with separating materials for sale, recycling, scrap metal, disposal, or other appropriate destinations.
- Work with ReStore staff and volunteers to keep the receiving and warehouse areas organized and safe.
- Help maintain cleanliness and organization inside and outside the ReStore.
- Assist with moving merchandise throughout the store and warehouse as needed.
- Help prepare donated merchandise for the sales floor when appropriate.
- Support ReStore staff and volunteers during busy periods.

Vehicle & Safety Responsibilities

- Assist with daily and weekly inspection and maintenance checks of ReStore vehicles.
- Report vehicle maintenance, safety, or mechanical concerns promptly to the appropriate supervisor.
- Help ensure all vehicles are properly secured at the end of each day.
- Ensure trucks are locked and, when merchandise remains in a vehicle overnight, properly secured with the required padlock.
- Ensure electronics and other designated items are removed from vehicles overnight or secured appropriately.
- Follow all Habitat for Humanity vehicle, driving, lifting, loading, and workplace safety policies.
- Assist in developing and improving safe driving, loading, unloading, and warehouse practices.
- Help communicate and reinforce safety practices with volunteers.
- Maintain a clean, safe, and organized work environment.

Donation & Personal Benefit Policy

Employees and volunteers may receive tips from donors in accordance with Central Vermont Habitat for Humanity policy. However:

- Employees and volunteers may not accept gifts, donated materials, or other items from donors for personal use or personal sale.

- Employees and volunteers may not purchase merchandise directly from donors.
- All donated materials must be handled according to Central Vermont Habitat for Humanity's established donation and ReStore procedures.
- Any questions about whether an item may be accepted or handled outside of normal procedures should be referred to a supervisor.

Qualifications

The ideal candidate will:

- Have excellent customer service and communication skills.
- Be dependable, punctual, and comfortable working as part of a team.
- Be physically capable of safely lifting, carrying, loading, and unloading donated materials, including furniture and appliances.
- Be comfortable working in a variety of weather conditions.
- Be able to work efficiently in a physically active environment.
- Demonstrate good judgment and professionalism when interacting with donors and members of the public.
- Be willing to learn and follow safety procedures.
- Be comfortable working with volunteers and ReStore staff.
- Previous experience with moving, delivery, warehouse, construction, retail, customer service, or similar work is helpful but not required.

Physical Requirements

This position is physically active and requires the ability to:

- Frequently lift and carry items weighing up to approximately 75 pounds, with heavier items moved using team lifting or appropriate equipment.
- Stand, walk, bend, kneel, reach, push, and pull throughout the workday.
- Safely navigate loading docks, stairs, uneven surfaces, warehouses, homes, and outdoor work areas.
- Work safely while loading and unloading trucks and handling donated materials.
- Work outdoors in varying weather conditions.

Compensation & Benefits

- **\$18–\$20 per hour**, depending on qualifications and experience.
- **\$2,000 annual benefits stipend.**
- **Dental and vision insurance** offered by Central Vermont Habitat for Humanity, with employee premiums deducted from each paycheck.
- **Paid time off (PTO)** in accordance with Central Vermont Habitat for Humanity's policies.
- Full-time, year-round employment with a consistent Tuesday–Saturday schedule.

About Central Vermont Habitat for Humanity

Central Vermont Habitat for Humanity works to build homes, community, and hope through affordable homeownership. We develop affordable homeownership opportunities for households in need of better housing, support communities in creating affordable homeownership opportunities, and carry out home rehabilitation and repair projects. Our ReStores generate revenue that directly supports Habitat's mission while keeping usable materials out of the landfill and making affordable home improvement materials available to the community.

Equal Opportunity Employer

Central Vermont Habitat for Humanity is committed to providing equal employment opportunities to all qualified applicants and employees and to maintaining a workplace that is free from discrimination and harassment.