JOB DESCRIPTION
Warehouse Leader

REPORTS TO: ReStore Manager

FLSA STATUS: Non-Exempt / Full Time

Hourly Pay: $ 20

POSITION SUMMARY

Under the supervision of the ReStore Manager, the Warehouse Leader coordinates the daily operations of the ReStore warehouse and donation receiving area, ensuring donations are safely received, evaluated, organized, and prepared for sale. This hands-on position provides daily directions to warehouse staff and volunteers, maintains a safe and organized workspace, and supports the timely movement of merchandise from donation intake to the sales floor.

The Warehouse Leader represents Habitat for Humanity professionally and helps donors, customers, staff, and volunteers understand how ReStore supports affordable housing in our community.

ESSENTIAL DUTIES & RESPONSIBILITIES

Warehouse Operations and Merchandise Flow

- Coordinate daily warehouse activities, including unloading, sorting, inspecting, cleaning, assembling, storing, and moving donated merchandise.
- Establish daily priorities and assign tasks to staff and volunteers based on operational needs and individual training.
- Maintain clearly designated areas for incoming donations, processing, priced merchandise, outgoing items, recycling, and disposal.
- Ensure merchandise moves efficiently through receiving and processing to the sales floor.
- Coordinate with the sales floor team to replenish merchandise and maintain safe, accessible displays.
- Assist customers with loading purchases using appropriate equipment and safe handling practices.

Donation Receiving and Inventory Accountability

- Welcome donors, explain donation guidelines respectfully, and accept or decline items according to ReStore policies.
- Evaluate donations for condition, completeness, suitability for sale, and potential safety concerns.
- Ensure donation receipts and receiving records are completed according to established procedures.
- Coordinate with donation pickup crews to unload trucks and document the transfer of donated items into the warehouse.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Habitat for Humanity Greater Fresno Area is always at-will.

- Support consistent pricing by following established guidelines and referring unusual or high-value items to the appropriate staff member.
- Safeguard donated merchandise and report missing items, damage, discrepancies, or concerns to management.
- Follow procedures for merchandise holds, sold items, customer pickups, and inventory tracking.

Staff and Volunteer Leadership

- Provide clear instructions, demonstrate tasks, and reinforce expectations for safety, quality, productivity, and customer service.
- Orient volunteers and new team members to warehouse procedures and assigned duties.
- Match assignments to each person's abilities, training, and authorization to use equipment.
- Monitor daily progress, adjust assignments as needed, and communicate staffing or workflow concerns to management.
- Address routine operational concerns respectfully and refer performance or disciplinary matters to the manager.
- Foster a welcoming, cooperative environment for people with diverse backgrounds and experience levels.

Safety, Equipment, and Facility Care

- Maintain clear aisles, exits, loading areas, and access to emergency equipment.
- Follow and reinforce safe lifting, material handling, stacking, and storage practices.
- Operate forklifts, pallet jacks, and other equipment only when trained and authorized.
- Complete required equipment inspections and promptly report damage, maintenance needs, hazards, incidents, and near misses.
- Ensure required protective equipment is used, and applicable safety procedures are followed.
- Maintain warehouse cleanliness and coordinate appropriate recycling and disposal under established procedures.
- Coordinate opening, closing, and securing warehouse and receiving areas as assigned.

Additional Duties:

- Backup driver when assigned
- Other duties as assigned by supervisor (covering cash registers, answering phones, etc.)

ORGANIZATIONAL ACCOUNTABILITIES

- Mission and Vision: Shares in and displays a commitment to the mission of Habitat for Humanity International and HFHGFA: *Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope*. Our vision is *a world where everyone has a decent place to live.* Actions and decision-making exemplify our mission and vision, and are in the best interests of the company, employees, volunteers, and the community we serve.

- Integrity and Trust: Is widely trusted and seen as truthful; presents the facts in an appropriate and professional manner; keeps confidence; admits mistakes; doesn't misrepresent him/herself for personal gain.

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- Teamwork: Demonstrates ability to work harmoniously with others to get a job done. Attitude promotes a positive work environment; respects others; avoids gossip; effectively resolves issues and conflicts. Communicates with team members and volunteers in a positive manner and provides constructive suggestions to improve team performance.

- Professionalism: Maintains the necessary level of professional knowledge and technical proficiency to fully perform all job requirements. Identifies growth opportunities and takes initiative to increase competency. Maintains standards of confidentiality relating to customer, volunteer, and company information.

- Planning/Time Management: Acts in a self-directed manner; takes action before being directed by others or forced by events. Sets priorities and manages time effectively to meet deadlines and follow through on commitments. Identifies potential problems and opportunities and works with supervisor to plan contingent actions, as appropriate.

- Safety and Security: Performs all duties in accordance with company policies and procedures for safety and security including Cal/OSHA and other applicable state and local regulations.

- Attendance and Reliability: Consistently adheres to scheduled work hours, and is flexible to change work hours when requested. Follows established procedures for reporting absences and requesting time off.

QUALIFICATIONS

Education and Experience

- High school degree or equivalent.
- Strong customer service skills
- Professional and welcoming demeanor
- Ability to communicate policies clearly and respectfully
- Basic knowledge of furniture, building materials, and household goods (preferred)
- Volunteer management experience preferred.
- Some experience operating a forklift and/or scissor lift equipment (preferred).
- A clean driving record.
- Minimum one year Driver experience or related.

Knowledge, Skills and Abilities

- Experience with Outlook or other similar contact management databases.
- The ability to interact and communicate in a professional manner both in person and through written communications.
- Strong attention to detail and problem-solving skills.
- Exhibit reasonable mechanical aptitude about equipment and vehicles.
- Ability to take direction and complete assignments with or without supervision.
- Ability to maintain a calm, courteous demeanor in a fast-moving work environment.
- Ability to interact with a wide variety of personalities with professionalism, respect and compassion.

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- Strong verbal and written English skills.
- Bilingual skills are a plus

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, walk, sit; stoop and kneel; bend and squat.
- The employee is regularly required to reach, push, and pull with hands and arms; and use hands and fingers for using large and small loading/unloading tools.
- Able to stand, squat, bend and climb in and out of a truck.
- The employee must regularly lift and/or move up to 70 pounds alone, or team-lift up to 300 pounds.
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus, and visual acuity sufficient to read a computer screen and paper documents.
- Hearing abilities required for telephone and in-person conversation with volunteers, donors, customers, coworkers, and third parties.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position will occasionally function outdoors with exposure to heavy equipment and machinery with moving parts.
- The employee is regularly exposed to dust, gas, or fumes.
- The noise level in the work environment is usually moderate but may occasionally be high due to motor vehicle traffic and driving on the roads, freeways and highways with heavy trucks and other vehicles.
- The employee is exposed to high and low temperatures.
- Regular local travel and occasional out-of-town travel are required.

DRESS CODE

Jeans or shorts, and a ReStore logo shirt are the preferred dress code for ReStore employees. Torn or tattered jeans, pants or sagging pants are not acceptable. Shorts need to be 4 inches above knee or longer. A plain T-shirt, work shirt or casual shirt is preferred. No sleeveless T-shirts or shirts with inappropriate decals/designs are allowed. All other outerwear must be free of any offensive or suggestive materials.

Work boots are the preferred footwear for ReStore employees. Tennis or running shoes are also acceptable. Open toed and/or open backed shoes are not allowed.

ACKNOWLEDGEMENT

I have read and understand and agree to the responsibilities and requirements of the job. I further understand that the duties and responsibilities listed above describe the general nature of the job and are subject to change or modification with or without notice. My supervisor or the CEO may add, delete, assign, transfer or alter duties as necessary or deemed appropriate.

Employee Name: _____ Signature _____
Date_____

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