



ReStore Donations Scheduling Consultant (6 month contract)

ReStore, Atlanta Habitat's home improvement outlet, is seeking a consultant with logistics experience to coordinate our residential donation pick-ups, provide excellent customer service to our donors and create efficient schedules for pick-ups. Qualified candidates will have at least three years of customer service experience, retail experience with construction or building materials, experience with routing and/or logistics, and knowledge of Atlanta's neighborhoods and roads.

The mission of Atlanta Habitat for Humanity is to partner with working families, sponsors and communities to build affordable, green quality homes and to provide support services that promote successful home purchase and ownership. The ReStore generates revenue through the sale of donated and reclaimed building materials and supplies. All proceeds support Atlanta Habitat's mission. The ReStore Donations Scheduling Consultant serves as a primary point of contact for ReStore donors and ensures the efficiency of our residential donations program.

Position Description:

The ReStore Donations Scheduling Consultant is directly responsible for:

- Promptly returning calls from prospective donors and scheduling donation pick-ups
- Creating efficient pick-up schedules for the ReStore Truck Driver
- Screening donation offers and determining the appropriate donations for the store.
- Interacting positively with donors
- Providing superior customer service to donors
- Supporting the ReStore in reaching annual goals

Time Commitment:

This position is on a contractual basis and hours will vary. Weekly time commitment will be up to an average of 20 hours per week. Normal ReStore business hours are Tuesdays through Saturdays from 8:30 AM to 5:00 PM with a schedule to be discussed at the time of hire. Some weekend work may be required. **This position is temporary, contract work for a term of no more than 6 months and has no benefits.**

Requirements:

Education/Professional Credentials

- High school diploma or GED.

Experience

- Minimum of three years of customer service experience.
- Retail experience with construction or building materials and/or hardware preferred.
- Routings, scheduling and/or logistics experience preferred.

Skills

- Superior Customer service skills.
- Excellent written and verbal communication skills.
- Able to complete projects with minimal supervision.
- Proficiency with organization and managing time to meet deadlines.
- Excellent computer skills with proficiency in Microsoft Office (Excel, Word, and Outlook).
- Working knowledge of Atlanta geographic area and roads.
- Able to create cost and time effective routes based on donation locations.

To apply for this job, please send a resume and cover letter to jobs@atlantahabitat.org and put "ReStore Donations Scheduling Consultant" in the subject line. Please no walk-ins, phone calls or faxes. Only candidates meeting all position requirements will be considered. **We will accept applications until Friday, March 16, 2012 or until the position is filled.** More information about Atlanta Habitat for Humanity and the ReStore may be found on our website www.atlantahabitat.org. The Atlanta Habitat ReStore is located in the Grant park neighborhood in Atlanta, and is near MARTA bus and rail lines.