



Store Staff – Retail and Donation Pick-Ups

Job Description

Overview: This position reports to the Store Manager. This is a non-benefitted part-time position.

COVER’s mission is to “build community and foster hope through cooperation and fellowship among all home repair and reuse participants.”

Proceeds from the COVER Store are used to fund critical home repairs for income-qualifying homeowners at no cost. The COVER Store is also a vibrant hub that brings community members together, provides gently used goods at affordable prices, and promotes the reuse of household goods and building materials.

Primary Responsibilities

- Greet and assist store customers
- Greet and assist store donors
- Help unload the store box truck
- Keep the store tidy and clean
- Clean and display donated items in appropriate areas
- Assist with pricing of donated items
- Bring seasonal items into the basement, or out of the basement, as needed
- Other tasks as assigned by the Store Manager or Assistant Store Manager

Secondary Responsibilities

- Assisting with the pick-up of donated items (such as appliances, furniture and other large items).
- May include driving the store box truck, depending on operational needs.

Other

- Share information about COVER’s mission and home repair program with store donors and customers.
- Comply with store policies as determined by the Store Manager
- Attend Store team meeting and all-COVER staff meetings, when schedule allows

Physical Demands

1. Constant: standing, walking, seeing, hearing
2. Frequent: lifting, reaching, bending, twisting (most of the work day will involve physical movement)
3. Ability to lift 50+ lbs safely and regularly

Necessary Skills

- Understanding of COVER's mission.
- Reliability, punctuality.
- Good communication (primarily verbal) and interpersonal skills.
- Experience working successfully in retail or customer service with challenging customers is very helpful.
- Ability to work well as a team and to support team members.
- Knowledge of local community partners helpful.

Exceptional customer service and community engagement are our goals. Store staff are often the first people at COVER that a customer or donor will meet. Being courteous and helpful to those who come to Store shop, donate or volunteer helps to further COVER's mission and work.