

## Position Profile

**Title:** Drivers Assistant, Calgary North  
**Reports To:** Assistant Manager, Calgary North

### **Purpose:**

The primary role of the Drivers Assistant is to pick up and deliver all donations, efficiently and safely, while representing the company in a respectful and positive manner. This role will work closely with the Driver and Dispatch for coordinating on the delivery schedule, planning of daily routes, customer service and the safety and security of the donations in transit. The Drivers Assistant will perform the Driver role in the driver's absence or as needed. The Drivers Assistant is the initial person that a donor will meet and so is to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a positive and professional manner.

### **Responsibilities:**

#### Donation Acquisition

- Provides exceptional customer service while following Restore pickup and deliver policies.
  - Assists in phoning customers/donors concerning pick-up times.
- Ensure the safe pick up and un-loading of all donations and deliveries.
- Works closely with the Driver in the receiving and scheduling of pick-ups; flexible in dealing with changing dynamics associated with scheduling.
  - Able to adjust schedule to accommodate last minute changes.
- Knowledgeable about the delivery process, fees, tax receipt information and general Habitat for Humanity and Restore information.
- Maintain good working relationship with customers, donors, suppliers, homeowners, employees and volunteers.
- Works closely and respectfully with Driver; ensures all donor forms are completed and updated accurately to reflect donations placed on the truck.
- Works collaboratively with Receivers when bring in donated goods.
- Demonstrates and supports a sense of team with other employees and volunteers.
- Ensures that product is secured for transportation.
- Assists with all warehouse tasks, responsibilities, and other assignments as required by the business.

#### ReStore Truck

- Supports the Driver in completing the daily safety checks and hazard assessment of the vehicle.
- Ensure that the truck is properly maintained, is operated in a safe manner and that all laws of the road are followed.
- Maintain daily driving log.
- Helps to ensure the truck is organized and clean; parked appropriately in loading zones.
- Follows Restore safety policies and procedures.
- Transport and dispose of unsellable products to recyclers' and/or city landfill as directed.

### Decision-making

- Consult with Assistant Manager:
  - When desiring changes to any component of current processes, procedures, or policies.
  - Concerning any unusual financial costs.
  - With any safety concerns.
  - Customer service issue or any challenge with a donor or customer.
  - Any problem with an employee or volunteer.
  
- Inform the Assistant Manager:
  - Changes being made to any current processes.
  - Any employee or volunteer concerns.
  - Donor/customer problem even though resolved.
  - Donor, customer, relationship issues/opportunities.
  - Safety issues that have been addressed.

### **Skills & Qualifications**

- Proven excellent customer service experience and skills.
- Proven communication, interpersonal, conflict resolution and problem-solving skills.
- Friendly phone manners.
- Patience and good listening skills when dealing with individual donors.
- Takes great pride in completing a job with accuracy, proficiency and effectiveness.
- Excellent organizational and time management skills.
- Capacity to work under pressure in a fast-paced environment.
- Ability to regularly adapt to changing needs of the organization.
- Must be over 25 years of age for insurance requirements.
- Valid Class 5 Alberta Driver's licence and a clean driver's abstract to be maintained and updated on a yearly basis.
- Comfortable in driving a 5-ton cube truck.
- Knowledge of DIY (do it yourself) building projects and materials.
- Certification WHMIS and First Aid considered an asset.
- Able to work flexible schedule including evening and weekend hours.

### **Physical Requirements:**

- Capable of lifting 50 pounds independently, more with a partner.

### **Application Deadline: Monday, March 25, 2019**

Please send your resume and cover letter to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca)

*The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.*