

## Dispatcher – Full Time Distribution Center Calgary North

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, building materials at 40-80% below regular retail prices. Products are donated by households and businesses in the community, and the proceeds from the sale of these products support Habitat for Humanity in southern Alberta. With revenues exceeding \$4 million annually, the ReStores in Calgary and Medicine Hat address an important community need, support environmental responsibility, and together, make up one of the largest ReStore operations in Canada.

ReStore is looking for people, who want opportunities to develop and grow, take initiative and work well within a team environment! We are currently looking for a **Full-Time Dispatcher** to join our Distribution Centre Calgary North.

Habitat for Humanity Southern Alberta ReStore's value their employees and provides a comprehensive and competitive benefit program including:

- Benefit Program
- Sick days
- (2) weeks paid vacation time (equivalent to weekly hours worked)
- Employee & Family Assistance Program

### Key Responsibilities:

- Answer donation line and respond to phone messages and emails in a timely manner.
- Respond to cancelled donation calls and ensure drivers receive updated information before leaving on their scheduled route.
- Screen donation requests to try to evaluate quality of products being offered.
- Plan and schedule donation pick-ups.
- Send confirmation emails to donors; reschedule pick-ups if donor requires a different date.
- Maintain an awareness of inventory levels when scheduling donation pick-ups.
- Provide drivers with daily schedules and routes. Maintain awareness of regional demands of inventory for all serviceable ReStore locations.
- Group pick-ups based on geographical locations and optimized efficiency of truck schedules.
- Complete data entry in a timely manner and confirm accuracy of donor information for the integrity of our information systems and CRM.
- Create vendors for donors in the LBOSS tagging system.
- Build and maintain good working relationships with donors, suppliers, homeowners, staff and volunteers.
- Work with the Logistics Manager to arrange product transfers, metal recycling, and dump runs as needed for all serviceable ReStore locations.
- Work with the Logistics Manager and truck teams to ensure required, regular and recommended vehicle maintenance is booked.
- Work with the Product Acquisition and Logistics Manager to schedule corporate pickups, assist with accommodating high priority corporate donors.
- Aware of home improvement trends, needs, and pricing.

**Skills/Qualifications:**

- Demonstratable customer service experience and skills.
- Strong communication, interpersonal, conflict resolution and problem-solving skills.
- Friendly and professional phone and e-mail manner.
- Patience and good listening skills when coordinating with all donors.
- Takes great pride in completing a job with accuracy, proficiency and effectiveness.
- Excellent data and computer skills.
- Excellent organizational, administrative, and time management skills.
- Demonstrates effective prioritization of tasks.
- Capacity to work under pressure in a fast-paced environment.
- Ability to regularly adapt to changing needs of the organization.
- Knowledge of DIY (do it yourself) building projects and materials.
- Certification in First Aid considered an asset.
- Valid Class 5 Driver's License will be strongly considered.

**Physical Requirements:**

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

**Application Deadline: May 13, 2024**

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.*