

Milwaukee Habitat for Humanity Job Description

Title: Deconstruction Services Assistant

Date Prepared: 2/12/2017

Department: Deconstruction Services

Reports to: Deconstruction Services Manager

Position Overview:

This individual assists the Deconstruction Services Manager & supports the overall Deconstruction Services business for the Milwaukee Habitat for Humanity ReStore.

Job Task and Responsibilities:

1. Pre-Deconstruction Management:
 - a. Participate in Weekly Planning Meeting with Crew 1 Leader and Deconstruction Manager
 - b. Ensure required tools/equipment are compiled and loaded on deconstruction vehicle
 - c. Volunteer Management for "Second Crew" Projects:
 - i. Solicit volunteers per deconstruction project requirements
 - ii. Project Introduction "ON EMAIL" for assigned crew
 - d. Work with Deconstruction Manager & ReStore staff to prepare for product that may require special attention (cleared space, signage, merchandising, etc)
2. Post-Deconstruction Management:
 - a. Post-Decon Debrief with Deconstruction Services Manager
 - b. Donor Receipts
 - c. "Deconstruction Folder" Google Drive management: Valuation Sheet Uploads/Tracking, Volunteer Hour Tracking, Donor Wrap-up Tracking, etc.
 - d. Coordinate w/ Crew Leaders on tool/supply replenishment
3. "Day of" Deconstruction Support and/or Leadership:
 - a. Provide support to all deconstructions via delivery of tools/supplies residing on deconstruction vehicle to site by 8:00 AM
 - b. Perform role of Deconstruction Crew Leader, as required:
 - i. Assume communications upon confirmation of project. Act as on-site contact for donors (greeting, thank you, checklist walkthrough, etc.)
 - ii. Mark product to salvage in partnership with on-site product prep crew members
 - iii. Provide overall leadership and coordination of volunteer crew, including setting direction at crew kickoff meeting
 - iv. Provide ongoing guidance and direction re: trade-off time spent to salvage vs. Restore value; identify "not obvious" product on site
 - v. Oversee (and/or perform) Product Processing:

1. Set up work table, supplies, and tools, location for salvaged items TO BE PRICED & PRICED items
 2. Price and record each item using ReStore Price Guide & knowledge of ReStore pricing
 3. Prepare products: dust/clean, shrink wrap, sort, package, etc. Label groups of items 1 of 4, 2 of 4, 3 of 4, etc. for grouping on sales floor. Mark sizes of doors. Mark appliances and built-ins as "Tested" and apply appliance labels. Identify and label Treasure Pickers items. Document "action required" by ReStore staff upon placement of item on sales floor, as needed.
 - vi. Assist with and guide truck packing process to ensure efficiency and to minimize damage
 - vii. Order lunch and provide bottled water to volunteer crew
 - viii. Conduct final walkthrough of jobsite for missed salvage items, tools/supplies
 - ix. Secure jobsite
 - x. Call donor for departure notification and thank them
4. Ongoing Support:
- a. Decon Inventory Management: tools, supplies, bins, laundry carts, organize "Fort"
 - b. Store Sales Support: Identify opportunities for Deconstruction Services to help Restore product arrival to cash register:
 - i. Product valuation research (before, during or after deconstructions)
 - ii. Development of decon product in-store signage with detailed information, retail price, "in-use" pictures, etc.
 - iii. "OF STICKER" (products remain together)
 - iv. Posting of Craigslist & Facebook Ads
 - v. Outreach to "Specialty Product" vendors/contractors for "coming soon" product & "ReStore Inventory" emails
 - vi. Clean & replenish Treasure Pickers area
 - vii. Store inventory (what do we have "too much" or "too little" of)
 - c. Serve as-needed on-site during "high-touch" donors during pickups

Knowledge, Skills, Abilities and Personal Characteristics:

- Strong enthusiasm for MHFH's mission, values and strategic objectives, including a customer/donor centric passion.
- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent leadership skills including training, coaching and developing.
- Team building through positive and effective communications and strong interpersonal skills.
- Initiative represented by "a sense of urgency" energy, enthusiasm, attention to detail and follow up.
- Adaptability . . . a quick, sound and positive decision maker in rapidly changing conditions; anticipating, addressing and solving problems. Ability to handle and defuse challenging situations with tact.
- A relationship builder resulting in cooperative, mutually beneficial and long-term relationships.
- Encourages and fosters an open sharing of ideas, concerns, and hopes.
- Personal presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.

- Strong communication and coordination skills to effectively & accurately communicate with donors (current and potential) Milwaukee Habitat for Humanity and ReStore management and staff, volunteers, builders, remodelers and sub-contractors, and local government officials.
- Salvage value experience encompassing practical knowledge of product quality and appropriate pricing, repurposing potential, and expected value compared to salvage effort. Experiences and shares genuine enjoyment of the overall salvage process. Demonstrates a passion for the environment.
- Project management and process improvement experience including project planning, execution and wrap-up.
- Quality orientation demonstrated by written procedures and other deconstruction business artifacts, and high execution expectations through the use of repeatable processes.
- Proficient in Microsoft Office. Google drive software, and email systems.
- *Required to lift up to 100 pounds on a regular basis and will experience frequent bending, squatting, lifting and repetitive motion. This position will occasionally be exposed to extremes in weather (e.g., heat, cold, wind, rain, etc.).
- High school diploma or equivalent with a minimum of 2 years related experience required. The ideal candidate will have experience in the construction industry and have a minimum of 2 years of experience in managing staff. Experience working with and managing volunteers would be a plus. Experience with lead and asbestos identification and abatement preferred, as well as experience driving large trucks.

Critical Performance Outcomes

- Provide support to deconstruction volunteers and ReStore staff via timely and accurate tools/supplies and communications.
- Provide leadership and inspiration to volunteer crew at decon site & through pre/post decon communications. Ensure that volunteers have a consistently good experience while not compromising deconstruction processes.
- Replicate and consistently deliver high standard of product processing across all deconstructions. Assist in instilling the “Donor to Cash Register” philosophy within the decon crew.
- Strive for “delighted” donors, who will further enhance the word of mouth network for Deconstruction Services.
- Contribute toward strong partnership with store management, staff & volunteers through effective communications to proactively identify & solve issues.