



Job Title:	Resale Store Driver	Job Category:	
Department/Group:	Resale Store	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	To agency locations
Level/Salary Range:	Hourly	Position Type:	Full-Time; nonexempt
HR Contact:	Angie Wright	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

ROLE AND RESPONSIBILITIES

ASSIST WITH THE OPERATION OF RESALE STORES, FURNITURE PICK-UP AND CLIENT DELIVERIES

- Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Ability to move furniture and appliances up and down multiple flights of stairs
- Responsible for daily safety inspection of assigned truck.
- Organize donation pick-ups to ensure smooth operation of pick-up and delivery Services.
- Load and unload all donated items from Resale Store truck in a safe and respectful manner.
- Work with store management team to determine placement of donations in stores.
- Assist in organizing donations in the Resale Store and storage units.
- Assist in trash runs at both Thrift Wise locations as well as shelter/Rio Bend at times.
- Attending logistics meetings related to Resale Store operations.
- Maintain all records pertaining to trucks, plus any other necessary paperwork.
- Accepts donations, ensuring that donors are issued proper receipts and treated in a courteous manner.
- Represent the FBWC culture by demonstrating the agency's core values to donors, clients, and co-workers.
- Must be able to meet the annual KPI's as defined for current year.
- Other duties as needed.
- Must be able to work weekends and holidays as needed.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Graduate or GED
- Must be 25 years of age or older with a clear driving record.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Must be able to lift 70 lbs. or more and able to get on a 2-step ladder, operate a lift gate, and climb in and out of a box truck, trailer or van.
- Ability to work with the public and people from all socioeconomic and racial backgrounds in a professional manner.
- Satisfactory completion of criminal background checks and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports, and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently, plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and a wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel is required in all nine counties in the Houston Metropolitan area.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____