



Job Description

Position Title: ReStore Tool Lending Library Coordinator

Team: ReStore

Supervisor Title: ReStore Manager

FLSA Status: Exempt

Date: 2021

Non-Exempt

General Position Summary:

The ReStore Tool Lending Library Coordinator manages day-to-day operations of the tool lending library. Tasks include driving tool membership within the store and through meeting targeted community outreach goals, processing tool memberships, managing lending activities, performing routine maintenance on tools, and supporting general ReStore activities.

Core Responsibilities:

Regular and predictable attendance is a required function of this position.

1. Build and maintain positive relationships with customers by providing high-quality customer service.
2. Answer customer questions regarding the Tool Lending Library and the ReStore in general on specific items and how to use equipment and complete projects.
3. Ensure that all areas of the tool library are safe, clean, and organized.
4. Manage Tool Lending activity by keeping accurate records using computer programs and document files.
5. Evaluate condition/acceptability of tools pre and post lending, performing safety checks on all tools.
6. Perform maintenance and repairs on tools as needed.
7. Assist Customers with loading and unloading of equipment when necessary. May also need to demonstrate safety features and operational features of the equipment.
8. Display tools in a way that increase membership interest.
9. Supervise volunteers as assigned.
10. Respond to inquiries (i.e., phone, in-person, electronic) regarding tool lending opportunities.
11. Create educational/safety materials to inform customers about the tools they are borrowing.
12. Other duties as assigned.

Requirements:

- High school diploma/GED required.
- Great track record of providing excellent customer service.
- Knowledge of tools required.
- Knowledge of general construction practices.
- Excellent communication skills.
- Effective organizational skills.
- Desire to work with diverse staff and customer base.
- Willingness to work with volunteers.
- Committed to GDMHFH mission and environmental stewardship.
- Able to lift up to 50 lbs.
- All applicants need to pass criminal background check.
- Demonstrates the ability to use commonly-used concepts, practices and procedures within the field.
- Must meet or exceed the ability to demonstrate the 5 core and common competencies outlined below.
- Convey clear, concise information to others, using verbal or other appropriate communication techniques.
- Complete formal training plan and assignments as required.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.

Job Competencies

- Demonstrate commitment to Greater Des Moines Habitat for Humanity's Mission and Core Values of:
 1. Build Solutions
 2. Build a Safety Mindset
 3. Build Faith and Family
 4. Build as Stewards
 5. Build with Heart
- Demonstrate commitment to ReStore's Value Propositions of:
 1. Excellence- Achieving exceptional and reliable performance.
 2. Partnering – Working together to achieve productive and satisfying goals we can't accomplish alone.
 3. Utilizing – Seeking – Developing Best Practices.

Normal Work Environment (Check best description):

Office	Outdoors	Retail	
<input type="checkbox"/>	<input type="checkbox"/>	C	Continuous (67-100% of workday)
<input type="checkbox"/>	O	<input type="checkbox"/>	Frequent (34-66% of workday)
O	<input type="checkbox"/>	<input type="checkbox"/>	Occasional (1-33% of workday)

Physical Requirements:

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

(Indicate C, F, or O in front of each below)

- | | |
|-------------------------------------|---------------------------------------|
| <u>O</u> Sitting | <u>C</u> Standing |
| <u>F</u> Bending | <u>F</u> Twisting |
| <u>F</u> Stooping | <u>F</u> Reaching above Shoulder |
| <u>F</u> Kneeling | <u>F</u> Reaching below Shoulder |
| <u>O</u> Crawling | <u>O</u> Working at Low Position |
| <u>O</u> Climbing Stairs | <u>F</u> Pushing/Pulling |
| <u>O</u> Climbing Ladders | <u>O</u> Working on Elevated Surfaces |
| <u>O</u> Driving | <u>C</u> Walking |
| <u>O</u> Working on uneven surfaces | |

Weightlifting/Carrying:

- O Sedentary (0-10 lbs.)
- F Light (11-25 lbs.)
- C Medium (26-50 lbs.)
- O Heavy (51-74 lbs.)
- O Very Heavy (75-100 lbs.)

Dexterity:

- C Eye/Hand Coordination
- O Feet (foot pedals)
- O Fingering (picking, pinching, etc.)
- C Handling (holding, grasping, etc.)
- C Wrist Motion (repetitive flexion/rotation)

Hearing: X Yes No

If yes, explain the reason hearing is necessary:

Hearing is necessary to perform the job as the ability to communicate verbally is essential to training and coordination with internal and external customers.

Visual Acuity Distance: (Example - clarity of vision at 20 inches or less):

Example: Clarity of vision at 24 inches or less necessary to view computer monitor and read reports.

Equipment/Supplies/Tools

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone
- General Office Supplies
- Using Hand tools
- Operating power tools