

Co-Op Positions

Brief Descriptions

General Accountabilities of All Positions

Every co-op role with Habitat for Humanity Halton-Mississauga has the following **general accountabilities**;

- Always doing their best;
- Supporting company values and goals;
- Working cooperatively with others;
- Carrying out assigned work;
- Informing their manager if progress on tasks is better or worse than expected;
- When in doubt, asking their manager to clarify expectations;
- Carrying out the mission and values of the organization to the best of their ability;
- Informing their direct supervisor if they feel work conditions or tasks are unsafe.

ReStore Warehousing and Merchandising Associate

The purpose of this role is to assist with successful ReStore retail operations.

All Restore co-ops are responsible to ensure that the store operates efficiently. This means that everyone must be trained in all positions so that they can fill the gaps as required. Co-ops will be trained on cash, pricing, merchandising and customer service.

Depending on a co-ops lifting ability, they will also be required to load and unload trucks and customer vehicles. We strive to make sure every co-op leaves with a well rounded understanding of all aspects of the store and a better understanding of the organization as a whole.

This positions specific accountabilities include;

- ❑ General Recovery: Going through the store and tidying, condensing, repricing, restocking and making things presentable for the new day's customers;
- ❑ Pricing: Going through the new small items that have come in from the previous day and determining a price based on the training they are provided;
- ❑ Merchandising: Each co-op is assigned a section of the store to maintain from a presentation perspective. They are responsible to keep the area tidy, to make sure everything is priced appropriately and that all items have visible pricing stickers or tags. They must also condense the area on a daily basis so that it does not expand beyond its boundaries and that it is organized in a way that it maintains shop-ability with proper aisles and sight lines; and
- ❑ Customer Service: All co-ops are required to be on the floor and accessible to assist customers with any questions or inquiries that they have. At the start, that may just mean finding another employee to answer the question, but eventually the co-op will learn the answers themselves.

The schedule for this position is relatively flexible. Morning and afternoon shifts are available, from Monday to Friday of each week. For example, a co-op's shifts may be 10 am to 3 pm Monday-Friday.

The location for this position is at our Milton, Mississauga and Burlington ReStores for multiple positions. **This co-op position cannot be offered virtually.**

CRM Database and Donor Relations Assistant

The purpose of this role is to assist with collection of donor data to assist with new donation and community partnership objectives. In addition, this role will assist with ongoing reach out and tracking of participating schools and students in Meaning of Home Literary Contest in preparation for contest launch in January 2021.

This co-op student will be trained to use the CRM Donor Database System at Habitat for Humanity in order to;

- ❑ Work on donor preferences for 400+ donors and develop a survey to gather missing information from donors;
- ❑ Reach out by calling donors to thank them and collect data;
- ❑ Communicate with teachers and students about the Meaning of Home Program;



- ❑ Work on segmentation criteria within the database;
- ❑ Prepare the database for criteria such as demographics, giving preferences, and communication preference; and
- ❑ Input gathered information from their created survey into the CRM database.

This positions specific accountabilities include;

- ❑ Organize Donor Data from CRM database into specific boundary areas;
- ❑ Develop and execute a survey for donors;
- ❑ Communicate with donors via phone calls and emails;
- ❑ Organize gathered information for input into Database;
- ❑ Research of all areas to reach elementary students & parents ie. online platforms for libraries, homeschooling, private schools, etc.; and
- ❑ Communications, sending emails, operating google docs and sheets, general research and data tracking.

The schedule for this position is relatively flexible. A preferred schedule would be from 9 am to 2 pm Monday to Friday, but accommodations can be made per student's availability.

The location for this position is at Burlington Main Office at 1800 Appleby Line, Unit 10, Burlington, Ontario, L7L 6A1. **This co-op position cannot be offered virtually.**

Deconstruction Ambassador

The purpose of this role is to help the Kitchen Deconstruction program grow by travelling daily to donor's homes in the community to deconstruction, transport and deliver kitchens to be sold in the ReStore (Habitat's social enterprise).

This co-op student will be trained to use;

- ❑ Specified power and hand tools required to deconstruction and transport kitchen materials such as cupboards, sinks, and appliances;
- ❑ Lift items safely and follow all COVID-19 policies and procedures.

This positions specific accountabilities include;

- ❑ Using power and hand tools to remove kitchens from donor homes;
- ❑ Lifting kitchen related items out of home and into trucks;
- ❑ Offload all items upon arrival at the Restore;



- Travelling on the ReStore truck daily to visit Donor homes and provide exceptional customer service;
- Rebuild and Repair kitchens at the Restore.

The schedule for this position is not flexible. The student will be travelling daily on the Deconstruction truck to visit donors homes wearing all required PPE and following all COVID-19 protocol. **The hours for this position are 8 am to 4:30 pm daily (Monday to Friday).**

The location for this position is at Mississauga ReStore and on the Habitat transportation vehicles. **This co-op position cannot be offered virtually.**

Housing Support Administrator

The purpose of this role is to support the ongoing administrator of Habitat's housing program and housing occupants.

This co-op student will be trained to use;

- Use the telephone and email system and represent the Habitat brand in a professional manner.

This positions specific accountabilities include;

- Answer applicant and occupant email and telephone inquiries;
- Complete occupant information letters and cards to be sent via mail or electronically;
- Organize and scan files as required into a centralized and secure database.

The schedule for this position is flexible. The student(s) can work from 10 am to 2 pm or from noon to 5 pm Monday-Friday.

The location for this position is at Burlington Office at 1800 Appleby Line, Burlington, Ontario. **This co-op position cannot be offered virtually.**



ReVive Boutique Assistant

The purpose of this role is to support the growth and development of Habitat for Humanity's newest retail development project, the ReVive Boutique.

This co-op student will be trained to use;

- Persons would require the ability to stay on feet for length of shift and lift up to 25lb; and
- Follow all COVID-19 policies and procedures.

This positions specific accountabilities include;

- Students in this role would be accountable for assisting in the day to day running of the Boutique.
- Duties would include customer service, running the cash system, pricing new product, merchandising and building displays as product changes;
- Aassisting with social media such as Instagram and Facebook, and general tidying.
- Persons would require the ability to stay on their feet for the length of their shift and lift up to 25lb. A positive disposition, willingness to learn and good social skills are required.
- Through good customer service, pricing and merchandising, the student will help to create a space that customers want to shop in and return to.

The schedule for this position is flexible. The student(s) can work from 10 am to 3pm or from noon to 6pm Monday-Friday.

The location for this position is at Mississauga Revive Boutique (next to the Mississauga ReStore). **This co-op position cannot be offered virtually.**

Call Centre Assistant

The purpose of this role is to answer calls and emails related to ReStore Donations.

This co-op student will be trained to use;

- Answer calls and emails, and use required online software to manage donor information.



This positions specific accountabilities include;

- Effectively communicate our acceptance policies to Donors;
- Use Technology to assist in Scheduling/ Routing of pickups;
- Communicate with Donors to provide an excellent Donor Experience; and
- Timely communication with the Call Centre team for any changes in schedules;

The schedule for this position is flexible. The student(s) can work from 9 am to 2 pm or from 11 am to 5 pm Monday-Friday.

The location for this position is at Mississauga Office (next to the Mississauga ReStore). **This co-op position cannot be offered virtually.**

Social Media Researcher

The purpose of this role is to complete research on social media influencers in the areas of clothing, fashion, volunteerism, and thrift.

This positions specific accountabilities include;

- Complete research of existing social media influencers;
- Review social media effectiveness on various platforms;
- Review traditional advertising vs social media influencer advertisement expenses and effectiveness;
- Complete a report on research;
- Provide social media scripts and ideas for future content.

The schedule for this position is relatively flexible. For example, student(s) can work from 10 am to 2 pm Monday-Friday.

This co-op position can only be offered virtually due to evolving COVID-19 restrictions.

Marketing Assistant to the ReStore

The purpose of this role is to be primarily responsible for social media engagement, content creation and increasing followers for Habitat HM.



This positions specific accountabilities include;

- ❑ Identify opportunities to improve engagement in social media platforms of Habitat HM as pertaining to ReStores and ReVive Boutique. Includes content creation, copy development. KPI is engagement rate, interactions and secondarily impressions.
- ❑ Must be able to work independently while working closely (as needed) with the supervisor if only to clarify output, generate desired results and content.
- ❑ Help double Instagram followers to 1200.
- ❑ Co-own Tiktok and generate video and other engaging content for our SM platforms. Original ideas welcome! We don't know everything so if you can introduce better ways of working, we're open to it! 2 or more a week.
- ❑ The student should have a good grasp of social media platforms on desktop and mobile, or can quickly adapt to the needs of the role which has content development and maximisation of our social media assets.
- ❑ Should be techy enough and attitudinally not afraid of technology.
- ❑ Great communication and influencing skills to work with ReStore staff.
- ❑ Virtual work can take 50 to 75% of the work but students must be able to be mobile enough to visit the ReStores to develop content.

The schedule for this position is relatively flexible. The student(s) can work from noon to 5 pm Monday-Friday.

The location for this position is about 50% virtual. Visits to the ReStore or office would be for meetings and content creation. **First day, content photos/video capture, and intermittent meetings would be held at 1800 Appleby Line, Unit 10, Burlington, ON.**

