



JOB DESCRIPTION: ReStore Manager

Primary Role: The ReStore Manager is responsible for the day-to-day operations of the ReStore. The ReStore is a retail business that sells donated building materials, furniture, appliances and other donated items at discounted prices to generate revenue to support Habitat for Humanity of the San Juans in its mission to build homes, communities and hope. The ReStore Manager is responsible for the overall business performance of the ReStore with priority responsibilities on the acquisition, marketing and sale of quality donated building materials of a volume necessary to achieve sales targets; the planning and execution of an effective receiving process; and HR duties such as hiring, scheduling, training and supervision/engagement of volunteers and staff.

Salary Range: \$35,000 - \$50,000 depending on experience

Responsibilities

Operational:

- Promote donations, drive sales and profits of the ReStore to provide sustainable funding to support Habitat for Humanity of the San Juans mission.
- Implement strategies to achieve the goals and objective identified in the affiliate's ReStore Business Plan and overall Strategic Plan.
- Work with affiliate staff to develop marketing and advertising programs to build the store's visibility in the community.
- Attract, train, engage and retain high quality, dedicated employees and volunteers; promote an environment of close collaboration among volunteers and employees;
- Hire and train ReStore staff, as well as volunteers; establish annual performance goals for each and monitor performance results, formally reporting results at least annually.
- Oversee court – ordered volunteers' processes and protocols;
- Establish and maintain relationships with potential and existing donors, including contractors, suppliers, individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Establish, implement and review policies and procedures for the safe, secure and high-quality performance of all aspects of ReStore activities.
- Oversee the effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules and other special events.
- Ensure that all areas of the store, rest rooms and warehouses are clean and safely managed.
- Develop relationships with other area ReStore managers to identify "best practices" and programs that are mutually beneficial.
- Attend and participate in ReStore-related training opportunities.

Volunteer management:

- Work in partnership with affiliate staff to recruit, train and engage volunteers in meaningful ways.
- Guide and assist volunteers in their work, understanding that each is an individual with different capabilities.
- Train new volunteers and staff to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely basis.

- Provide overarching direction and supervision for ReStore volunteers (operations, deconstruction, office/clerical staff, donation pick-up drivers, and counter sales assistant) including Work Crew and other community service volunteers.
- Establish and maintain a formal volunteer training, scheduling and performance review process;
- Track all ReStore volunteer hours.
- Identify “sweat equity” opportunities for partner families.

Finance and Administration

- Ensure compliance with all financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Develop and enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary for changing market conditions.
- Work in conjunction with the Executive Director and Finance Director/Committee to develop and maintain operations within the annual operating budget and recommend capital expenditures.
- Track sales data to determine categories with high-to-low volume and adjust procurement strategies to meet customer demand.
- Approve, ensure accurate coding and submit requisitions on a timely basis to affiliate staff.

Reporting and Communication:

- Create written monthly report of sales activities, expenses, volunteer hours and outreach efforts to provide a snapshot of the current state of the ReStore.
- Work closely with the volunteer coordinator to coordinate weekly/monthly schedules as well as long-term planning for volunteer needs.
- Coordinate with affiliate staff on in-kind donation requests from area contracts, suppliers and businesses.
- Ensure the Executive Director is informed on an ongoing and regular basis of progress and challenges.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity of the San Juans.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated administrative, communication, financial and leadership skills.
- Attention to detail and overall quality control.
- Strong interpersonal skills, dealing well with a variety of people, personalities and backgrounds.
- Excellent written and verbal communication and public relations skills.
- Ability to coach employees and volunteers to accomplish the strategic plan vision.
- Desire to build efficient and reliable processes to ensure the ReStore is managed and operates with highest integrity and efficiency possible.
- Dedication to highest level of customer service and ability to train/reinforce customer service standards throughout all layers of the store (and beyond).
- Physical ability to perform tasks, including lifting up to 50 pounds and standing for long periods at a time.

Education and Experience:

- Bachelor’s degree in related field or equivalent related professional experience.
- Experience in supervising and leading employees and volunteers, directing successful teams and accountable for meeting objectives.
- Experience in a retail environment is preferred.
- Bilingual preferred.
- Cursory knowledge in building materials preferred.

- Demonstrated ability in training, managing, leading and developing people.
- Working knowledge in Microsoft Suite.
- Background check required.

Performance Indicators:

- Achieve sales and financial goals as outlined in ReStore Business Plan.
- Develop and implement appropriate systems.
- Build store assets and enhance the mission of Habitat for Humanity of the San Juans.
- Manage volunteers and employees for best utilization in fulfilling objectives.
- Initiative and independent action demonstrated in handling tasks assigned.
- Strong communication with donors, customers, volunteers, partner families and staff.
- Demonstrated knowledge of operations, policies and procedures.

Reports to: Executive Director

Employment Status: Full-Time salaried position at 40 hours + per week, including Saturdays

Salary: Competitive pay and benefits package. Compensation is dependent on experience.

