



ReStore Assistant Manager

Reports to: ReStore General Manager

Time Requirements: Full-Time, 40 hours per week, Tuesday-Saturday (9:00 am - 5:00 pm)

Summary: The ReStore Assistant Manager is responsible for supporting the ReStore General Manager in achieving operational, financial, administrative, and customer service / donor goals. This role also oversees the coordination and management of volunteers at the ReStore.

Responsibilities and Duties:

ReStore Management and Operations (80%)

- Dedication to and ability to articulate the mission and core values of Blue Spruce Habitat for Humanity and the ReStore
- Engage customers and provide exceptional customer service
- Review items for donation and assist donors by unloading items and providing donation receipts
- Clean and stage items on the sales floor with a focus on superior merchandising
- Price products according to store procedures, researching niche items when needed
- Facilitate the sale of donated items utilizing the Square point-of-sale system
- Help load purchased products, small and large, into customers vehicles
- Review online and in-person inquiries for donation pick-up and assist with scheduling
- Operate the ReStore truck (20 ft box truck) including driving, loading, unloading items, securing loads using tie-downs, and safely utilizing the lift gate
- Provide onsite supervision of volunteers and oversee coordination and management
- Ensure a clean and safe environment for all staff, volunteers, customers and donors
- Enforce all Blue Spruce HFH and ReStore policies fairly, making recommendations as needed
- Handle customer complaints and feedback when necessary
- Build and sustain a positive environment of outstanding teamwork, integrity, mutual respect, and exceptional morale - lead by example
- Additional duties as assigned by the ReStore General Manager

Volunteer Coordination & Management (20%)

- Oversee volunteer coordination efforts including planning, recruiting, training, managing, recognizing, and evaluating
- Respond to all inquiries from potential volunteers in a timely manner and recruit volunteers to fulfill gaps in programming
- Train volunteers in ReStore operations and safety procedures
- Spend time regularly working alongside different volunteers to build relationships, and assess/enhance the volunteer experience
- Maintain all aspects of Volunteer Hub to collect contact information, schedule shifts, and track completed service hours
- Coordinate all volunteer recognition efforts, including informal gatherings and an annual appreciation event

Position Requirements:

- Self-starter with ability to work both independently and alongside other staff and volunteers
- Excellent communication and conflict resolution skills, can defuse challenging situations with tact
- Warm, energetic personality with a passion for serving others
- Proficiency working with a diverse group of people and providing effective leadership
- Enthusiastic about sharing the mission of the organization with customers and donors
- Sound judgement, honest, and dependable

Preferred Qualifications:

- Bachelor's Degree in Management, certificate in Management, at least two years of experience in retail, resale, or customer service industries, or an equivalent combination of education and experience
- Retail merchandising or other decor/design experience
- Working knowledge of point-of-sale operating systems, specifically Square
- Experience utilizing Volunteer Hub or alike volunteer management systems
- Proficiency with Google Workspace (gmail, docs, sheets, etc.), Basecamp, Dropbox, Zoom, and other workplace communications

Salary and Benefits: \$30,000 - \$40,000. Salary is dependent on experience. Benefits include paid medical and dental insurance plus Holidays & accrued paid vacation.

In accordance with the American Disabilities Act: This position requires the physical ability to sit, stand, and walk for extended periods of time. The position requires clarity of vision at 20 feet or more, with or without corrective lenses, and color determination vision. The position requires the ability to climb ladder or scaffolding up to 6+ feet high, grasp, reach, stoop, speak, listen, and distinguish differences in odors. Employee must be able to lift, carry, push, and pull objects up to 50+ lbs unassisted and 100+ lbs with the support of equipment. The normal workplace will be in the ReStore warehouse and retail space, which are smoke-free and temperature controlled. Up to 10% of the work may be in non-temperature controlled conditions, including the outdoors.

Equal Opportunity Employer: Blue Spruce Habitat for Humanity is an equal opportunity employer committed to providing an environment that is free from discrimination and harassment based on race, age creed, color, religion, national origin or ancestry, sex, gender, disability, sexual orientation, or gender identity.

To Apply: Please email a resume and cover letter to jobs@bluesprucehabitat.org. A background check, including criminal records and sex offender registry, will be conducted prior to offer of employment.

Blue Spruce Habitat for Humanity's vision is a world where everyone has a decent, affordable place to live. This is accomplished by seeking to put God's love into action by bringing people together to build homes, communities, and hope.