



P.O. Box 333
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Job Title: ReStore Assistant Manager
Department: ReStore
Reports To: ReStore Director
FLSA Status: Full-time Non-Exempt
Prepared Date: 2/20/2023
Pay Rate: \$19.00 or 21.00 per hour
Benefits: Competitive benefits package (www.stvrainhabitat.org/whyworkhere)

Habitat for Humanity is committed to equity, diversity and inclusion in the workplace. Please read more about our commitment and HFHSVV as an equal opportunity employer on our website: www.stvrainhabitat.org/employment-opportunities

Position Summary: The ReStore Assistant Manager plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore, a non-profit thrift store operating as a part of Habitat for Humanity of the St. Vrain Valley. The ReStore Assistant Manager is responsible for all functions that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance all store operations with direction from the ReStore Manager.

Essential Duties and Responsibilities:

- In the absence of the ReStore Manager, fulfill any necessary administrative or operational function for the ReStore.
- Open and close the ReStore as necessary.
- Responsible for actively participating in the resolution of any discrepancies or disagreements between individuals.
- Support and assist the Store Manager and Assistant Managers to complete tasks as assigned and meet financial goals and correlated metrics.
- Demonstrate the ability to operate and troubleshoot Point of Sale (POS).
- Ensure proper handling of all cash deposits, cash and credit card transactions and implement at store close/reconciliation and banking procedures.
- Lead customer service interactions to ensure that customers are acknowledged, their concerns are addressed quickly and whenever possible, the customer's project needs are met.
- Coordinate Volunteer Programs with Store Manager/Assistant Managers to ensure appropriate scheduling and training of ReStore volunteers.
- Work collaboratively with the Store Manager, Assistant Managers, and other Department Supervisors.
- Work with ReStore Manager and Department Supervisors to recruit and hire qualified candidates to maintain established staffing levels.
- Observe, evaluate, coach, train and develop ReStore Staff.
- Effectively communicate and demonstrate HFHSVV Mission and Core Values and store objectives and performance expectations to ReStore staff, customers and donors.
- Provide ongoing, actionable feedback to ReStore staff and communicate related successes or concerns to ReStore Manager.
- Assist the ReStore Manager in completing performance reviews

Building Strength, Stability and Self-Reliance Through Shelter

Basic Position Requirements:

- Excellent customer relations experience
- Ability to provide direction in a positive and affirming manner.
- Self-motivated and able to work independently.
- Ability to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities.
- Strong time-management and organizational skills.
- Strong written and oral communication skills, English language proficiency required, bilingual in Spanish, plus.
- Able to adapt to a dynamic environment with unexpected changes to priorities.
- Good working knowledge of labor relations policies and guidelines.
- Valid driver's license and ability to be insured under the company's insurance policy is preferred. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Ability to use and understand computers systems and contemporary point of sale and inventory management software

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to adequately traverse a cement floor in a retail store.
- Frequent climbing, lifting and carrying items up to 50 lbs., bending, twisting, reaching and other similar activities as required.
- Ability to use large ladders
- May be required to drive company vehicles, which include box trucks (CDL not required)
- Willingness to work weekends, evenings and holidays as required.

WORK ENVIRONMENT AND CONDITIONS:

- Majority of day working in a retail environment where doors may be open causing drafts and interior temperature changes
- Varying cement surfaces throughout work environment
- The retail environment can be dusty and noisy and donor vehicles and forklifts may emit gas or other fumes causing an unpleasant odor
- Some time spent at a computer

If you feel you are qualified and wish to apply for this position:

1. Review the affiliate covenant on our website. www.stvrainhabitat.org/employment-opportunities
2. Submit your cover letter and resume to Ed Kepple, ekepple@stvrainhabitat.org.
3. If St. Vrain Habitat is interested, the ReStore will contact you to discuss next steps.