



## Director of ReStore Operations

Reports directly to: Chief Operating Officer

Department: Affiliate, Exempt

Position: Salaried: Generally scheduled for 40+ hours Monday-Friday and with additional hours as may be required for occasional events, meetings, coverage at the Restore, and for emergencies as they arise. The expectation of 8:30 am-5:30 pm daily, with the majority of the time worked from within the ReStore.

Habitat for Humanity of the Roaring Fork Valley ("**Habitat RFV**") has been partnering with local families for over 25 years to help them build a safe and secure place they can call home. Providing a hand-up, not a handout, is at the core of Habitat's mission. Habitat homeowners help build their own homes alongside our staff and volunteers and pay an affordable mortgage. Habitat for Humanity is a global nonprofit housing organization working in local communities across all 50 states in the U.S. and approximately 70 countries. Habitat's vision is a world where everyone has a decent place to live.

### POSITION OVERVIEW

Deliver quality guest service while maintaining a top-notch income-generating ReStore that is clean, safe, and stocked with the products our guests are looking for—"something for everyone."

The successful Director of ReStore Operations is a member of the organization's leadership team and a visionary, dynamic leader. This position requires a creative, goal-oriented, and fiscally accountable mindset. The Director will ensure that the Strategic Pillar of *Optimized ReStore operations and revenue to support the overall mission* is embraced, monitored, and implemented within daily operations. Tactics and metrics are reported monthly.

An individual with a passion for the ReStore's work of repurposing gently used furniture, household items, and appliances in addition to reclaiming building materials through sales to the public at below retail cost, as well as the personal growth and development of team members to reach their fullest potential.

The Director must stay ground-engaged by taking an active role in all aspects of the business, including sales and revenue drivers, a culture of safety and operational excellence, and the people-side of the business. Must establish a positive working environment and culture with a presence in the store by conducting regular store walks, customer engagement, team meetings, and accessibility to the ReStore management team throughout the day. The Director is responsible for developing leaders and building a deep talent bench for store leadership positions to promote the success of the operation.

## **RESPONSIBILITIES**

### **Operational**

- Drive donations, sales and profits of the ReStore to further the local affiliate mission.
- Establish and maintain a culture of safety and accountability.
- Understand and communicate to the ReStore and Affiliate Leadership team the Key Performance Metrics for all ReStore operations and how they relate/contribute to positive customer experience and high-quality operations.
- Meet or exceed monthly and annual revenue goals.
- Create an annual operation plan for the ReStore to identify significant projects to be completed, with a concentration on increasing community impact, visibility, sales, and community engagement opportunities.

### **Finance and Administration**

- Make data informed decision making for the retail operation.
- Develop and manage a comprehensive annual ReStore budget.
- Provide accurate accounting records of revenues and expenses as required or requested.
- Support scheduling and payroll approval, which seeks efficiency and safety.
- Approve, ensure accurate coding, and submit payable invoices on a timely basis. Communicate questionable invoices to the finance team and ensure expenditures are within acceptable limits.
- Implement and monitor systems for daily cash transactions and deposits.
- Ensure Habitat's investment is protected with regular maintenance and reserves in place.

### **Reporting and Communications**

- Use data to inform optimal retail practices
- Present reports from ThriftCart of designated activities, including but not limited to: sales, expenses, purchased product tracking, and other areas of interest to the Senior Leadership team or Board.
- Use data on successful inventory to procure targeted purchased items and closely monitor the margins of these products.
- Promptly inform the senior leadership team of all relevant operational and financial matters.

### **Staff & Volunteer Management**

- Support the leadership team in the following ways:
  - Training and leading staff in outstanding service to customers, donors, volunteers, and others.
  - Hiring, training, onboarding, and managing the ReStore team, following relevant personnel and safety policies, and ensuring staff is well-versed so that all policies and practices are understood and adhered to.
  - Ensure all staff understand and can effectively communicate Habitat for Humanity's work locally to members of the public.

- Evaluate, recognize, and reward staff performance. When required, work with designated affiliate functions to address policy violations, including safety, poor job performance or misconduct in a timely and appropriate manner.
  - Create a process for completing all staff reviews annually each January
- Expand staff focus to include volunteer coordination as a key component of ReStore work.

### **Public Relations, Marketing, and Advertising**

- Participate in developing and implementing an annual marketing plan for the ReStore inclusive of ongoing advertising, social media, website updates etc.
- The Director implements and drives programs and outreach, providing sustained network development to expand the scope of the Habitat ReStore activities to develop long-term, collaborative relationships with community-based trade/business groups, general contractors, businesses, and civic organizations.
  - The focus of relationship building is to increase donations, refine reclamation practices, expand educational opportunities for the public, and grow the volunteer and customer base.
- Involvement in national conversations with other ReStores to understand the opportunities and challenges facing others within the industry on a limited basis.

### **REQUIRED QUALIFICATIONS**

- 3+ years of retail or thrift management experience
- Excellent customer service and communication skills (verbal and written)
- Proficient with Google Suite and Microsoft Office Suite products (Excel & Word), plus computer operation tasks
- 5-7 years of responsible and ethical leadership, directing successful teams and accountable for meeting objectives.
- Skill and ability to communicate with a diverse range of ethnic and economic demographics
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Accuracy, detail-oriented & organized
- Excellent critical thinking and problem-solving skills
- Prior work with budget preparation and management

#### **Preferred:**

- Bi-lingual (English and Spanish)
- Prior non-profit experience
- Knowledge of construction language

### **SPECIAL WORK ENVIRONMENT**

- Public speaking
- Ability to safely lift and position up to 50 lbs. The position entails regular bending, kneeling, reaching, and active movement throughout the day to assist customers.
- Ability to work with minimum supervision
- Valid driver's license required, clean driving record, ability to travel in adverse weather conditions

## **REQUIRED EDUCATION, EXPERIENCE**

- Degree in business or management (and/or the equivalent professional level experience in a related field)

Salary range of \$85,000-110,000 depending on experience. Benefits available include medical, dental, and vision insurance options; Simple IRA savings match (3%); Paid Time Off for vacation, sick, holidays, floating holidays.

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