



We build strength, stability, self-reliance

Habitat ReStore Manager Position (Full-Time)

DIRECT REPORTS: ReStore staff and ReStore volunteers

REPORTS TO: Executive Director (ED)

HOURS: Tuesday-Saturday 8:30am-5:00pm

MISSION: Generate revenue, meet budgets and maintain profitability objectives in support of **Chaffee County Habitat for Humanity** operations through the acquisition, management, and marketing of ReStore products. Create positive visibility and face of Habitat in the local community, presenting the mission and scope of Habitat for Humanity International and its Affiliates.

POSITION SUMMARY: Implements and drives programs for donations. Provides sustained network development to expand the scope of Habitat ReStore activities and develop long-term, collaborative relationships with community based Trade/Business groups, churches, donors and others to secure donations and raise awareness of **Chaffee County Habitat for Humanity's** mission in the community. Operations management, including: consistent, safe and positive development of Associates and assets in order to provide a high quality donor to customer experience.

Responsibilities Operational

- Drive donations, sales and profits of the ReStore to further the Chaffee County HFH mission.
- Demonstrate outstanding service to customers, donors, volunteers and others.
- Establish and maintain relationships with potential and existing donors, including individuals, businesses, community and church groups to increase quality and quantity of donations.
- Understand and communicate to all ReStore personnel/volunteer positions how they relate/contribute to positive customer experience and high quality operations.
- Ensure ReStore is adequately staffed and operated by personnel/volunteers with knowledge, skills, abilities and leadership to accomplish assigned tasks.
- Prepare and deliver (or supervise/participate in the delivery of) presentations in individual and group settings to create and expand long-term mutually beneficial relationships with current and prospective donors, civic/business organizations, governmental bodies and other non-profit organizations.
- Ensure all ReStore personnel/volunteers understand and can effectively communicate the Habitat ReStore, Chaffee County Habitat for Humanity missions to members of the public.
- Effectively manage Habitat ReStore assets to ensure safety of personnel, volunteers, customers and others, ensuring that licenses and other required information are maintained properly for government bodies and others as appropriate.

Finance and Administration

- Implement and monitor systems for daily financial transactions, deposits, inventory and sales. To include taking the deposit to the bank, reconciling the Point of Sales System daily and reporting all sales to the proper channels.
- Adhere to all financial policies and procedures set forth by CCHF and its Board.
- Approve recording of employee timesheets.
- Approve and ensure accurate coding and submit payable invoices on a timely basis.
- Work in conjunction with the Executive Director and Board Treasurer to develop annual operating budgets and recommend capital expenditures
- Maintain, design and operate the Point of Sales System which may include the online store platform.

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Public Relations, Marketing and Advertising

- Participate in developing and implementing a Public Relations Plan to work with local organizations and media to further the mission of Habitat ReStore and local affiliate.
- Participate in developing, rolling out and measuring marketing and advertising programs to increase donations, sales and volunteer participation.
- Develop and present proposals to the Executive Director for direct approval or support for presentations to the Board.

Personnel & Volunteer Management

- Hire, train and manage ReStore personnel in accordance with relevant personnel and safety policies and take steps to ensure staff is well versed so that all policies and practices are understood and adhered to.
- Recruit, train and manage volunteers to serve in positions throughout the ReStore and to provide adequate staffing to meet ReStore goals.
- Evaluate, recognize and reward personnel performance. Work within designated affiliate guidelines to address violations of policy including but not limited to: safety, job performance, insubordination or misconduct, in a timely and appropriate manner. Properly document incidents, and develop corrective actions. Resolve situations involving volunteers in consultation with the ReStore Liaison and the Executive Director when required.

Reporting and Communications

- Provide monthly or as requested reports on designated activities including but not limited to: sales, expenses, outreach activities and other areas of interest to Executive Director.
- Implement and reinforce work and safety practices with personnel/volunteers and others who will be on CCHFH property.
- Keep Executive Director informed of operational and financial matters.

Required Skills and Experience

- A minimum of 3 years responsible leadership, directing successful teams and accountable for meeting objectives.
- Proven fiscal accountability on all levels.
- Solid application of interpersonal and communications skills, internally and externally, with groups and individuals.
- The ability and willingness to call on existing and potential donors to increase merchandise in the store.
- Demonstrated ability in training, managing, leading and developing personnel in a consistent, positive and safe manner.
- Computer skills, including spreadsheets, word processing, presentations, email and data management.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Must have a driver's license and maintain a good driving record, plus pass Criminal Background check, DMV Check and Sexual Offender Check.
- Ability to safely lift and position 50+ pounds. Job could entail occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.

Competencies

- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent leadership skills including: hiring, training, coaching and developing.
- Team building through positive and effective communications and strong interpersonal skills.
- Innovation based on sound business judgment and consideration of a range of risk and reward factors.
- Initiative, enthusiastic, adaptability, problem solving, attention to detail and follow through.
- Projecting a professional image in speech, demeanor, and appearance while interacting with others within the organization, as well as in the community.

Pay Scale: \$20-\$22 per hour, plus bonus program.

Chaffee County Habitat for Humanity is an equal opportunity employer.

**Apply for this position on Indeed at <https://www.indeed.com/job/habitat-restore-manager-75357e2ff74ba3e9>
or submit cover letter and resume to Jill Nall, Executive Director, at info@chaffeehabitat.org.**