



**POSITION DESCRIPTION**  
[www.habitatmetrodenver.org](http://www.habitatmetrodenver.org)

Title: ReStore Store Manager	Employment Status: Full-time
Department: ReStore	FLSA Status: Exempt
Reports to: Director of ReStore Operations	Supervises: ReStore ASM, Staff and Volunteers

OCT 2024

**Who You Are:**

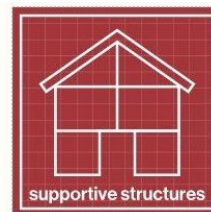
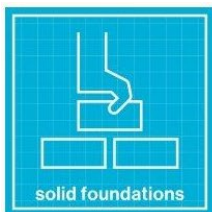
You’re someone who individuals can depend on, and you are extremely skilled at rallying a team! You know the intricacies of managing a large retail store and enjoy facing unique challenges every day. You create calm from chaos and keep your team focused to meet sales targets, while still maintaining a fun work environment. You’re looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment on how you’re organized, goal driven, compassionate, and full of great ideas. You know in your heart it’s time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

**Who We Are:**

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Throughout our 43-year history, Habitat Metro Denver has served more than 2,500 households and is one of the top ten producers in the Habitat U.S. network nationwide.

**How We Succeed Together:**

Habitat Metro Denver’s **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



**Solid Foundations** - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

**Innovative Design** - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

**Open Doors** - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

**Clear Windows** - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

**Supportive Structures** - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

## **GENERAL DESCRIPTION**

The Store Manager (SM) is accountable for leading customer centric retail operations to maximize the net benefit to HFHMD and ultimately the families we serve. SMs must stay ground-engaged by taking an active role in all aspects of the business including day-to-day operations; team leadership; sales and profit drivers; inventory and pricing; P&L expense management; customer service excellence; volunteer supervision and retention. SMs must take ownership of their store and establish a presence by being available on the sales floor and dock areas and conducting regularly scheduled team meetings. SMs are responsible for developing leaders and building bench strength for leadership positions. As a key part of the ReStore Leadership Team, the SM is expected to collaborate with and support other team members to help meet the goals of the HFHMD ReStores. Each Store Manager is expected to act with integrity and in accordance with Habitat Metro Denver policies and ReStore Standard Operating Procedures.

*The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

## **CORE RESPONSIBILITIES**

- Lead customer service interactions to ensure that customers are acknowledged, concerns are addressed quickly and whenever possible, customer project needs are met; set the standard for outstanding customer, volunteer, and donor interactions.
- Observe, evaluate, coach, train and develop direct and indirect reports. Effectively communicate and emulate HFHMD Mission and Core Values; communicate store objectives and performance expectations to all direct reports.
- Work with Operations Manager and HR to recruit and hire qualified candidates to maintain established staffing levels.
- Responsible for providing ongoing, actionable feedback to direct and indirect reports and clearly communicating successes or concerns to DSO when appropriate.
- Ensure proper handling of all cash deposits, check and credit card transactions and implementation of close out/reconciliation and banking procedures.
- Establish and ensure adherence to pricing and sales policies and procedures. Actively partner with affiliated ReStores to maintain consistency amongst all locations and drive increased sales per square foot.
- Maintain and manage donated inventory and purchased inventory in accordance with sales and expense guidelines.
- Coordinate with the Manager of Volunteer Programs and store Operations Managers and Supervisors to ensure appropriate scheduling and training of ReStore volunteers and promotion/recognition of Team

Captains. Ensure completion and maintenance of all volunteer paperwork with 100% accuracy of community service paperwork and reporting.

- Responsible for familiarizing his/herself with the HFHMD Employee Guidelines, ReStore Operations Manual/SOPs, Safety Policies and all related procedures to implement and maintain consistent compliance with all applicable policies and procedures by all direct and in-direct reports.
- Coordinate with Marketing Manager to proactively address all instore and social media marketing efforts.
- Partner with the DSO, VP of ReStore Operations, and all ReStore Support teams to safeguard the integrity of donated materials to promote the ReStores' reputation/brand and maximize the net benefit to the affiliate. Partner with same cross-functional teams to coordinate deliveries and pickups to maximize efficiencies in scheduling, floor space and manpower.
- Actively seek out and participate in approved leadership development training opportunities.
- Open and close the ReStore.
- Successfully operate and troubleshoot point of sale system.
- Other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

#### **KNOWLEDGE, SKILLS, ABILITIES**

- Excellent customer relations and management skills.
- Ability to provide direction in a positive and affirming manner.
- Self-motivated and able to work independently.
- Strong critical thinking and abilities to problem solve.
- Ability to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities.
- Superior time-management and organizational skills.
- Able to travel between stores, affiliates and other locations to support ReStore operations.
- Strong written and oral communication skills.
- Able to adapt to a dynamic environment with unexpected changes to priorities.
- Good working knowledge of labor relations, polices and guidelines.
- Ability to use and understand computers systems and software including contemporary inventory management and point of sale systems.
- Bilingual (English and Spanish), though not required, is highly preferred.

#### **EXPERIENCE:**

- 5+ years minimum retail experience and/or customer facing equivalent.
- Strong budgeting and math skills as it relates to home improvement and/or P&L management.
- Strongly prefer to have knowledge and experience including: retail sales, marketing, thrift, merchandising, staff and volunteer management.
- Experience in store level retail.
- Strong computer proficiency including experience with MS Office Suite, and contemporary POS and inventory management systems.

#### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS POSITION:**

- Ability to adequately traverse a retail store; lifting /carrying minimum of 50 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required.
- Ability to use large ladders.
- Ability to earn certification and drive a forklift vehicle.
- Willingness to work weekends, evenings, overtime as required and holidays.

## WORK ENVIRONMENT AND CONDITIONS:

- Most of the day is spent working in a warehouse retail store environment.
- The environment can be busy, dusty, and noisy.
- Some time is spent at a desk in an office with no windows.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Valid driver's license and ability to be insured under the company's insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.

**The expected starting annual salary range for this position is \$55,400 - \$65,400.** New hires are typically brought into the organization between the minimum to midpoint of the salary range posted depending on qualifications, internal equity and the budgeted amount for the role. The full annual salary range for this position is \$55,400 - \$75,400.

**Benefits available** include medical, dental and vision insurance options; 401k with employer match; Paid time off for vacation, sick, holidays, floating holidays; short and long-term disability; Healthy Families and Workplaces Act (HFWA) Leave; Paid Family and Medical Leave (PFML); and paid time to volunteer.

**Please apply by copying and pasting the following link in your browser:**

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=93087&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

**Or visit our Careers Page:**

<https://habitatmetrodenver.org/about/careers/>



*At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.*