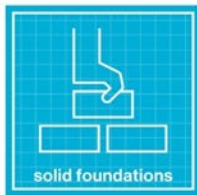


Title: Assistant Store Manager	Employment Status: Full Time: 40+ hrs. Store is open 7 days/wk
Department: ReStore	FLSA Status: Exempt
Reports to: Store Manager	Supervises: Retail Sales Associates, Volunteers

CULTURAL BLUEPRINT - *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.*



We keep mission and relationships at the heart of everything we do.



We embrace change, take initiative, and stay curious.



We welcome everyone!



We focus on authenticity, transparency, and accountability.



We collaborate and have each other's backs.

GENERAL DESCRIPTION

The ReStore Assistant Store Manager (ASM) plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore. Providing daily feedback, coaching and direction to Retail Sales Associates (RSAs) and volunteers is key to the ASM's success. With direction from the Store Manager, the ASM's role will include any routine function that is required on a daily, weekly, and monthly basis to successfully sustain, and steadily advance, all store operations. No matter their areas of responsibility all ASMs are expected to drive and are responsible for the employee experience, business results and customer engagement and service. Working ethically and modeling Habitat for Humanity of Metro Denver Core Values, the ASM must develop strategies and objectives while leading a team of RSAs and volunteers to execute these strategies and objectives.

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

ReStore Operations

- Any necessary administrative or operational function necessary at the direction of and/or in the absence of the ReStore Manager.
- Partner with the ReStore Manager to drive employee experience, business results and customer engagement and service.
- Open and close the ReStore as necessary.

- Operate and troubleshoot point of sale; ensure proper handling of all cash deposits, check and credit card transactions and implementation of close out/reconciliation and banking procedures
- Lead customer service interactions to ensure that customers are acknowledged, concerns are addressed quickly and whenever possible, customer project needs are met.
- Coordinate with the Manager of Volunteer Programs and the Store Manager to ensure appropriate scheduling and training of ReStore volunteers and promotion/recognition of Core Volunteers.
- Responsible for familiarizing oneself with the HFHMD ReStores' Operations Manual and following stated SOPs. Responsible for ensuring consistent compliance with SOPs by and/or relating to all employees and volunteers, including Core Volunteers, metrics as required by the VP of ReStore Operations, HFHMD or HFHI.
- Actively seek out and participate in approved leadership development training opportunities.
- Manage policy deployment in the areas of customer service, ReStore operations, employee relations, quality assurance, safety, merchandising, donation acquisitions and volunteer management.
- Assist with special projects and other associated duties as required to help fulfill our mission in alignment with our Cultural Blueprint values.

Staff Support

- Work with Store Manager and HR to recruit and hire qualified candidates to maintain established staffing levels.
- Observe, evaluate, coach, train and develop Retail Sales Associates (RSAs). Effectively communicate HFHMD Mission, values, and store objectives and performance expectations to RSAs.
- Responsible for providing ongoing, actionable feedback, coaching and recognition to RSAs and communicating related successes or concerns to Store Manager and DRO when appropriate.
- Document coaching, feedback, and recognition of RSAs.
- Responsible for completing all formal and informal performance reviews of RSAs in coordination with the Store Manager.
- Accountable for team metrics regarding safety, productivity, retention, and bench strength.

KNOWLEDGE, SKILLS, ABILITIES

- A strong belief in Habitat's mission and a desire to engage others in the organization's work.
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds is preferred.
- Excellent customer relations and management skills.
- Self-motivated and able to work independently.
- Ability to provide direction in a positive and affirming manner.
- Able to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities.
- Superior time-management and organizational skills.
- Strong written and oral communication skills.
- Continuous learner who strives to grow in place or develop to the next level.
- Able to adapt to a dynamic environment with unexpected changes to priorities.
- Good working knowledge of employee relations, policies, and guidelines.
- Ability to use and understand contemporary computers systems.
- Bilingual English - Spanish though not required, is highly preferred.

EXPERIENCE

- 5+ years retail experience and/or customer facing equivalent.
- Strongly preferred to have knowledge and experience include: retail sales, marketing, thrift, merchandising, and volunteer and staff management.

- Strong computer proficiency including experience with Microsoft Office, MS Teams, SharePoint, and contemporary point of sale and inventory system.
- Experience with Shopify is a plus.

WORK ENVIRONMENT AND CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Able to adequately traverse a retail store; lifting /carrying minimum of 50 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required.
- Able to use large ladders.
- Able to safely operate a forklift vehicle, or to be trained and earn certification in the first 30 days.
- Ability to travel to and from meetings or other Habitat locations at times when public transportation is unavailable.
- Willingness to work weekends, some evenings, overtime as required and holidays.
- Majority of day working in a retail store environment.
- Some time spent at a desk in an office with few or no windows.
- A valid driver's license and ability to be insured under the company's insurance policy is a prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Ability to work in a warehouse environment which can be hot, cold, dusty and often noisy.
- 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 starting salary range for this position is \$57,784 - \$60,700, with offers typically between the minimum to midpoint of the starting pay range posted depending on qualifications, internal equity and the budgeted amount for the role.

Benefits available include medical, dental and vision insurance options with employer paying up to 100% for employee only coverage; 401k with employer match up to 4%; paid time off for vacation, holidays, floating holidays; and parental leave; 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/portal/9F05EDCA5A4F338D08503989FA9B94C0/jobs/219870>



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.