ReStore Manager Job Description

I. POSITION SUMMARY

The ReStore manager leads the day-to-day operations of the Habitat for Humanity of Harnett County (HFHHC) ReStore and plays an active role in future planning. The ReStore manager is responsible for the overall business performance of the ReStore with priority focus on promoting and marketing the sale of donated and purchased inventory to achieve sales targets while operating within budget; the planning and execution of an efficient receiving process; human resource duties such as hiring, training, and supervision of ReStore volunteers and retail staff; and establishing a workplace culture that emphasizes customer service, reflects Habitat for Humanity values and embraces the overall ministry of HFHHC. This position reports to the HFHHC executive director. The executive director manages HFHHC drivers and pickup personnel.

II. CORE RESPONSIBILITIES

- Optimize customer satisfaction by ensuring that assistance is offered to all customers when needed, handling grievances professionally and appropriately.
- Ensure the donation intake process is organized and safety procedures are followed as described in the ReStore Employee Handbook.
- Ensure appropriate pricing and usability for all items before floor placement, avoiding risk of impropriety. Enforce pricing strategy by reviewing with ReStore staff on a regular basis to achieve sales targets. Research pricing for unusual items prior to floor placement.
- Maintain a clean, well-merchandized and orderly environment, including retail and staff/office spaces. Ensure the cleanliness, safety, and security of the ReStore's retail area, loading dock, outdoor area, and storage facilities to minimize theft and safety of the facility. Address safety concerns immediately with the HFHHC executive director.
- Schedule regular delivery of recycle or waste items to Harnett County Landfill.
- Participate in developing, rolling out and measuring ReStore marketing, advertising, and social media programs to increase donations, sales, and volunteer participation. Work with the ReStore assistant manager and ReStore committee to develop methods to increase sales/reduce costs.
- Collaborate with the executive director and ReStore committee to develop and implement ReStore short/long term strategies, goals, and objectives.
- Participates in the recruitment, interviewing, and hiring of ReStore retail staff subject to HFHHC personnel policies and executive director approval.
- Administer retail staff and volunteer schedules developed by the executive director, ensuring appropriate staffing and operational coverage at all times.
- Develop relationships with other area ReStore managers to identify "best practices" and programs that are mutually beneficial.
- Look to establish new partnerships for the Habitat Store, through active interaction with donors and community groups.
- Perform all other duties and tasks as assigned by the HFHHC executive director or the HFHHC executive committee.

Staff and Volunteer Management:

- Implement personnel policies approved by the Board of Directors.
- Train and manage ReStore retail staff and volunteers in accordance with HFHHC policies.
- Ensure retail staff is well versed about Habitat's program and local activities, facilitating a positive, team-oriented environment.
- Ensure ReStore retail staff actively interacts with volunteers, making their experience meaningful.

- Address and document violations of policies and code of conduct by staff and volunteers and recommend action regarding chronic or serious situations to the executive director.

Financial Management and Affiliate Support:

- Prepare monthly store operational report for the executive director.
- Collaborate with the executive director to develop a monthly/annual budget for the ReStore and ensure operation within the budget.
- Ensure all required FTC, OSHA, HFHI, and employment-related notices are properly posted and maintained in the ReStore and that required employee personnel file documentation is maintained in accordance with HFHHC policies.

Qualifications:

- Willingness to learn, support and be an advocate of the Habitat for Humanity Mission; committed to providing excellent customer and donor service.
- Possess a high school diploma or equivalent.
- Self-motivated, energetic, reliable, and enthusiastic. Must enjoy working with people with diverse backgrounds and have appropriate experience in managing people in a retail environment.
- Must have excellent written and oral communication skills, and effective time management and organizational skills.
- Committed to a safe and secure environment for staff, volunteers, and donors.
- Ability to lead and supervise ReStore retail staff and volunteers with a team building approach and to perform most ReStore tasks in the absence of staff or volunteers.
- Ability to think outside of the box, adapt to a changing environment, and unexpected shifts in priorities.
- Willingness to work Saturdays and some nights, as ReStore hours could change.
- Knowledge and familiarity of Harnett County preferred.
- Possess a valid NC driver's license and maintain a clean driving record (within limits acceptable to HFHHC's insurance carrier).

Physical Requirements:

- Ability to lift up to 50 pounds without assistance, move merchandise with carts, dollies, hand trucks, etc.
- Bending, twisting, reaching, pushing, pulling, and performing repetitive motions.
- Standing and walking for up to 8 hours per shift.

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Pay range: $20.00-$22.50 per hour
Applicants are subject to background check and drug test.
Please email resume to executivedirector@habitatharnett.org

No phone calls, please. Deadline for applying is November 30, 5pm.