



ReStore Manager

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Position Summary

The ReStore manager is responsible for the overall daily leadership and management of the ReStore staff, warehouse, building materials, and retail operation. This position also directly provides input into and supports the strategic planning process of the Affiliate while pursuing ReStore goals and mission.

Key Areas of Responsibility:

1. Leadership and Supervision:
 - a. Supervise all ReStore staff, ReStore Interns, volunteers, and community service workers.
 - b. Establishes and posts written work schedules and supervises cashiers, warehouse workers, drivers, deconstruction workers and floor volunteers.
 - c. Provides onboard training for all ReStore staff and volunteers in addition to safety training and other training as may be required.
 - d. Lead/participate with ReStore committee and ensure all aspects are functioning and productive.
 - e. Address and provide written documentation especially for poor performance along with necessary corrective actions for all employees; provide annual written performance reviews for all employees.
2. Finance and Administration:
 - a. Implement and monitor systems for daily cash transactions and deposits.
 - b. Assist the Executive Director in setting and achieving operational and financial goals.
 - c. Propose, implement, follow, and maintain all ReStore policies including personnel, sales, and inventory policies.
 - d. Develop and maintain sales records using Excel, POS system and related applications.
 - e. Oversee and record daily sales.
3. Operations and Sales:
 - a. Implement daily operations procedures.
 - b. Implement customer service procedures.
 - c. Seek out and execute continued operational efficiencies for ReStore operations.
 - d. Monitor merchandise pricing compared to other retailers.
 - e. Operate computer applications including word processors, spreadsheets, and databases.
 - f. Operate office equipment including telephones, voice mail, copiers, fax, and calculators.
 - g. Operate store equipment including register and credit card machines.
 - h. Prepare daily cash drawer.
 - i. Maintain an organized, clean, and safe environment throughout ReStore premises, inside and outside, including offsite storage facilities.
4. Marketing:
 - a. Significant social media management and operations including in-store TV monitor(s).
 - b. Coordinate special events related to ReStore (Anniversary Week, Cleanup Week, etc.)
 - c. Coordinate radio/ TV marketing ads with Affiliate Marketing Manager.
 - d. With the assistance of the ReStore committee, and Affiliate Marketing Manager, produce marketing materials (brochures, flyers, sales ads, etc.)
 - e. Advocate for ReStore marketing budget in annual budget.

5. Deconstruction:
 - a. Establish and maintain professional relationships with multiple city employees, demolition contractors and remodeling contractors in the area.
 - b. Work with volunteers and ReStore staff to ensure the careful and non-evasive salvage of reusable materials from homes.
 - c. Advertise this program to ReStore customers and the community so we can generate a steady stream of kitchen or bathroom decon projects when people are remodeling their home.
6. Volunteer Management:
 - a. Work in partnership with affiliate volunteer coordinator to recruit, train, and engage volunteers in meaningful ways.
 - b. Guide and assist volunteers in their work, understanding that each is an individual with different capabilities.
 - c. Train new volunteers and staff to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely basis.
 - d. Identify projects for volunteer groups to assist on a scheduled basis, including options for youth and adults.
 - e. Identify “sweat equity” opportunities for future Habitat Homebuyers.
7. Other Responsibilities:
 - a. Organize and price inventory and leads staff in this effort.
 - b. Stage sales floor and inventory.
 - c. List and maintain materials for sale on outside sources such as Facebook and Craigslist.
 - d. Assist with donation pickups when needed.
 - e. Provides store leadership.
 - f. Maintain cleanliness and safety of building and grounds.
 - g. Contact outside businesses regularly regarding possible donation of materials for ReStore.
 - h. Order or purchase building products including cleaning supplies and paper products for ReStore use, and sale goods such as paint and supplies, tools, flooring, candy, soda, etc... for the ReStore.
 - i. Research and coordinate all programs/partnerships available through HFHI for ReStore.
 - j. Customer service including but not limited to customer sales, carry outs, questions, complaints, and assist with donation scheduling and receiving.
 - k. Attend and participate in ReStore-related training opportunities and networking calls.

Reporting and Communication:

1. Monthly report of sales, expenses, projects, and marketing for board of directors.
2. Inform Executive Director regularly of progress and problems with projects/staff.
3. Ensure that safety and accident reports are prepared on a timely basis.
4. Hold regular staff meetings, convey relevant issues to all staff.
5. Develop and maintain positive relationships with volunteers and staff.
6. Work closely with the Volunteer Coordinator, to coordinate weekly and monthly volunteer schedules as well as long-term planning for volunteer needs.

Skills and Personal Characteristics:

1. Dedication to and ability to articulate the mission and core values of Lake Agassiz Habitat for Humanity and how the ReStore supports it.
2. Ability to plan, schedule, prioritize, coordinate, delegate, and manage multiple work activities.

3. Demonstrated administrative, communication, financial, and leadership skills.
4. Attention to detail and overall quality control.
5. Strong interpersonal skills, working well with a variety of people, personalities, and backgrounds.
6. Self-motivated, reliable, and enthusiastic.
7. Ability to handle and diffuse challenging situations with tact. Excellent communication and conflict resolution skills.
8. Excellent written and verbal communication and public relations skills.

Education and Experience:

1. Required
 - a. High School diploma or equivalent.
 - b. 3 years of experience in leadership roles and people management. Demonstrated ability in training, managing, leading, and developing people.
 - c. Excel experience and Microsoft Office 365 knowledge. Willingness to learn LAHFH's computer systems.
 - d. Ability to operate office equipment including copiers, fax machines, etc.
 - e.
 - f. Strong social media skills with proven experience.
 - g. Commitment to a safe working environment.
 - h. Ability to provide leadership and supervision to staff and volunteers while also having the ability to perform most tasks in the absence of staff or volunteers.
 - i. Valid driver's license and dependable transportation.
 - j. Ability to lift up to 75 pounds and stand for extended periods of time.
 - k. Background check required.
2. Preferred
 - a. Associate or Bachelor's degree in business, management, or related field.
 - b. General knowledge of construction and construction materials.
 - c. Prior retail management experience; hospitality experience desired.
 - d. Prior work experience in a non-profit environment.
 - e. Prior volunteer experience with Habitat for Humanity.

Reports to: Executive Director

Employment Status: Full-Time salaried position at 40 hours per week. Weekend work as needed.

Salary: Anticipated salary range of \$42,500-\$52,000/year + competitive benefits package. Compensation is based on level of experience.