HABITAT RESTORE MANAGER

REPORTS TO: Affiliate Executive Director
DIRECT REPORTS: ReStore staff and other employees/volunteers who may be temporarily assigned

MISSION: Generate revenue, meet budgets and maintain profitability objectives in support of HFHLCI 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. The ReStore is the driver which covers all operational expenses and provides the ability to employ members of our community.

POSITION SUMMARY: Operations management, including: consistent, safe and positive development of Associates and assets in order to provide a high quality Donor to customer experience. Drive store donations through community outreach.

Responsibilities:

Operational
• Drive donations, sales and profits of the ReStore to further the local affiliate mission.
• Demonstrate and train staff in outstanding service to customers, donors, volunteers and others.
• Establish and maintain relationships with potential and existing donors, including individuals and businesses.
• Ensure ReStore is adequately staffed and operated by Associates with knowledge, skills, abilities and leadership to accomplish assigned tasks.
• Ensure all personnel understand and can effectively communicate the Habitat ReStore, local affiliate and HFH missions to members of the public.
• Effectively manage ReStore assets to ensure safety of Associates and customers. Ensure licenses and other required documents are displayed and properly maintained.
• Work in conjunction with donation scheduler, and donation pickup and delivery coordinator.
• Responsible for the security of the ReStore grounds and vehicles.

Staff & Volunteer Management
• Hire, train and manage ReStore Associates in accordance with relevant personnel and safety policies.
• Work within designated affiliate functions, when required, to address violations of policy including safety, poor job performance or misconduct in a timely and appropriate manner. Properly document incidents, and develop corrective actions. Resolve situations involving volunteers in consultation with the Executive Director when required.
• Responsible for updating and posting weekly ReStore Associates work schedules.
• Evaluate, recognize and reward staff performance.

Finance and Administration
• Work in conjunction with Executive Director and Bookkeeper to implement and monitor systems for daily cash transactions and deposits.
• Work in conjunction with the Executive Director to develop annual operating budgets and recommend capital expenditures.

Reporting and Communications
• Provide monthly board reports including but not limited to: ReStore sales and other areas of interest.
• Ensure Information, work and safety practices are reinforced with Associates and others who will be in the facility and on the property.

Required Skills and Experience
• A minimum of 3 years retail management/supervisor experience, directing successful teams and accountable for meeting objectives.
• 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 Associates in a consistent, positive and safety conscious manner.
• Basic computer skills. Knowledge of Microsoft Word and Excel preferred.
• A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
• Ability to safely lift and position up to 50 pounds. Job could entail occasional bending, kneeling and reaching.
• 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: Associate selection, training, coaching and developing.
• Team building though positive and effective communications and strong interpersonal skills.
• Initiative represented by “a sense of urgency” energy, enthusiasm, attention to detail and follow up.
• Adaptability . . . a quick, sound and positive decision maker in rapidly changing conditions; anticipating, addressing and solving problems.
• Personal presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.
• Lead by example.

Work Schedule: 40 hours per week. Tuesday through Saturday, 8:30 AM to 5:30 PM, with a one hour lunch break.

Compensation: Commensurate with qualifications. Associates degree in Business a plus. Quarterly evaluations and annual compensation review. PTO time may be accrued in accordance with the HFHLCI Personnel Rules.