



Job Description

<u>POSITION TITLE:</u>	ReStore Manager
<u>REPORTS TO:</u>	CEO
<u>SUPERVISES:</u>	ReStore Staff
<u>DEPARTMENT:</u>	ReStore
<u>STATUS:</u>	Full-time, exempt, eligible for benefits

POSITION PURPOSE

ReStore Manager will generate revenue, meet budgets and maintain profitability objectives in support of Habitat for Humanity of Montgomery and Delaware Counties operations through the effective management of the ReStore. The Manager will create positive visibility of Habitat in the local community.

PRIMARY DUTIES AND RESPONSIBILITIES

A. ReStore Operations

- Drive donations, sales and profits of the ReStore to further our 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, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Ensure ReStore is adequately staffed and operated by Assistant Manager and 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 Habitat ReStore assets to ensure safety of employees, volunteers, customers and others, ensuring that licenses and other required information are maintained properly for government bodies and others as appropriate.
- Ensure that physical building is maintained consistent with a retail location, inventory rotation, facility maintenance, upkeep and cleanliness.

B. Public Relations, Marketing and Advertising

- Work in conjunction with Development and Marketing department to implement and measure effectiveness marketing and advertising programs to increase donations, sales and volunteer participation.
- Execute marketing and communications strategies prepared for their store in accordance with marketing plan and calendar.

C. Staff & Volunteer Management

- Hire, train and manage ReStore staff in accordance with relevant personnel and safety policies, and take steps to ensure staff is well versed so that all policies and practices are understood and followed.
- Evaluate, recognize and reward staff performance. Work with 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 employee actions.
- Resolve situations involving volunteers in consultation with the Volunteer Manager and the CEO when required.

D. Finance and Administration

- Monitor systems for daily cash transactions and make daily deposits.
- Provide accurate accounting records of revenues and expenses as required or requested.
- Approve employee recording of time worked.
- Approve, ensure accurate coding and submit payable invoices on a timely basis.
- Work in conjunction with CEO and Finance Director to develop annual operating budgets and recommend capital expenditures.

E. Reporting and Communications

- Provide reports of designated activities including but not limited to: sales, expenses, outreach activities and other areas of interest to their immediate supervisor or Board.
- Information, work and safety practices are reinforced with Associates and others who will be in the facility and property.
- Keep supervisor informed appropriately and timely of operational and financial matters.

REQUIREMENTS

- Solid application of interpersonal and communications skills, internally and externally, with groups and individuals.
- The ability and willingness to maintain existing donor relationships and create potential donor relationships to increase merchandise in the store.
- Demonstrated ability in training, managing, leading and developing Associates in a consistent, positive and safety conscious manner.
- Proficient computer skills, including spreadsheets, word processing, presentations and email.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent leadership skills including: staff selection, training, coaching and developing.
- Team Building through positive and effective communications and strong interpersonal skills.
- Innovation based on sound business acumen and consideration of a range of risk and reward factors.
- 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.
- A relationship builder for cooperative, mutually beneficial and long-term relationships.
- Personal presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.

PHYSICAL DEMANDS

- Ability to safely lift and position up to 50 pounds. Job could entail occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.

EXPERIENCE

- A minimum of 3 years responsible leadership, directing successful teams and accountable for meeting objectives.

EDUCATION

- High School Diploma or equivalent

CERTIFICATES, LICENSES AND REGISTRATIONS

- Driver's License required