

ReStore Assistant Manager

Job Description:

Assists in managing the overall operations and performance of the ReStore and acts as store manager in manager's absence. Management responsibilities include ReStore sales, customer service, safety, security and maintenance of the facilities. Participates in ReStore marketing activities and ensures donors, customers and volunteers have an excellent experience when visiting or working at the ReStore. Supervises the warehouse staff that receive/prepare merchandise. Daily duties will vary but may include doing financial reports, resolving customer issues, performing opening and closing settlements, oversight and coordination of staff and volunteers, as needed.

- Assists manager in coordinating daily, all-store activities: procurement, receiving of donations, display and sales.
- Develops marketing materials for in-store promotions and for advertising.
- Responsible for selecting and implementing technologies and systems for optimal store operations
- Assists in generating staff and volunteer schedules.
- Establishes, reviews/adjusts pricing and inventory policies as needed for changing market conditions.
- Assists Manager in the development and implementation of training programs for staff and volunteers.
- Leads by example; provides coaching to others, as needed.
- Provides oversight of donation acceptance, per adopted policies.
- Answers/responds to donor/customer phone calls, as needed.
- Provides guidance to staff and volunteers in managing the inventory flow – as that relates to general pick up schedule, storage, donation acceptance. .
- Monitors financial performance; Assists in the budgeting process for current ReStore and in the financial planning of new stores.
- Oversees the store display, arrangement of items and best utilization of the available display space and uses a system to ensure appropriate turnover of aging stock.
- Work with customers on the sales floor and phone and provide exceptional customer service
- Responsible for assessing the condition of physical plant and developing recommendations for maintenance and improvement
- Shares closing (including cash settlement) and opening responsibilities with the Manger
- May participate in screening, selection and assessment of new hires and staff at the discretion of the Manager.
- May act as alternate driver when needed

Skills and Qualifications

- Related experience in retail and/or warehouse *management* preferred
- Retail experience; proficiency in sales and cash handling
- Familiarity with product line preferred
- Previous supervisory, management, people-leadership experience
- Great Organizational skills and flexibility
- Great people skills - engaging in a positive manner
- Ability to multi-task, set priorities and meet deadlines
- Understanding and general support of the mission of the organization

- Willingness to gain familiarity with and keep abreast of current programs and plans
- Proficient in using social media, technology and software such as MS Excel, Word, and custom retail/scheduling software
- Ability to operate office equipment, trucks, warehouse and other equipment
- Self-motivated, reliable and enthusiastic; able to work with and motivate people with diverse backgrounds and capabilities
- Ability to provide leadership and supervision to staff and volunteers with capability to perform most store activities.
- Ability to handle and defuse challenging situations with tact, and demonstrate good conflict resolution skills
- Commitment to a safe, secure, attractive and friendly work environment
- Ability to perform donation pick-ups if needed
- Ability to maintain confidential information
- Able to drive a box truck and do merchandise pick-ups as needed
- Ability to lift, move and load/unload heavy items on a routine basis, at least 50 pounds;
- Ability to stand most of a full work day

Education: preferred Associate's or Bachelor's degree in business, accounting, or marketing - with experience in retail and/or warehouse

Other Requirements: Current MA driver's license with good driving record.

Employment offer will be contingent upon outcome of required pre-employment physical and background screening.

Supervises: Warehouse Associate staff, and all staff and volunteers in the absence of the manager

Benefit Eligibility: eligible for participation in group health plan; vacation, holiday, sick benefits, 401(k)

This is a 40 hour, exempt (salaried) position. Generally 8:30 – 5:00 p.m. with 30 minute unpaid lunch.