

ReStore Assistant Manager II

Job Description:

The Assistant Manager II (ASM II) is part of the store management team supporting the Manager in managing the overall retail operation. This position is responsible for performing Store Manager/Assistant Manager I duties in their absence. Responsibilities include leadership and performance of customer service, safety, security and maintenance of the facilities. May participate in store marketing activities and ensures donors, customers and volunteers have an excellent experience at the ReStore. ASM II duties include managing designated employees and volunteers in various store activities, as assigned. Daily duties will vary but may include:

- Assists Manager/ASM I in coordinating all daily general store activities including procurement, receiving of donations, display and sales, store maintenance and cleaning
- Responsible for cash handling procedures including bank deposits, as assigned
- Keyholder responsible for following proper opening & closing procedures
- Perform donation pick-ups, when needed
- Provides superior customer service
- Assists Manager in pricing and presentation of merchandise in accordance with current store policies
- Guides designated employees and volunteers in general store activities, including managing the inventory flow as it relates to general pick up schedule, storage and donation acceptance
- Answers/responds to donor/customer phone calls, as needed.
- At direction of Manager/ASM I, oversees store displays, arrangement of items and best utilization of the available display space and uses a system to ensure appropriate turnover of aging stock.
- Provides exceptional customer service in store or by phone/internet
- Shares responsibility for assessing the condition of physical plant and vehicles and developing recommendations for maintenance and improvement
- Any additional assigned duties that may arise at any given time

Skills and Qualifications

- MA Driver's License; ability to drive box truck
- Related experience in retail and/or warehouse management preferred
- Retail experience; proficiency in sales and cash handling
- Previous supervisory, management, people-leadership experience
- Ability to lift, move and load/unload heavy items on a routine basis, at least 50-75 pounds routinely;
- Ability to stand most of a full work day
- Great organizational skills and flexibility
- Great customer service skills - engaging in a positive manner
- Ability to multi-task, accept, set and/or adjust priorities in fast paced, ever changing environment
- Understanding and general support of the mission of the organization, and willingness to maintain familiarity with current programs and plans

- Proficient in using social media, standard and custom retail/scheduling software and other basic store technologies.
- Ability to operate office equipment, trucks, warehouse and other equipment
- Self-motivated, reliable and enthusiastic; able to work with, motivate and lead people with diverse backgrounds and capabilities
- Ability to tactfully defuse challenging situations; good conflict resolution skills
- Commitment to a safe, secure, attractive and friendly work environment
- Ability to maintain confidential information

Education: preferred Associates degree in business, accounting, or marketing

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: Volunteers as assigned; ReStore staff *in the absence of the Manager or Assistant Manager I*

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

This is a 40-hour, non-exempt (hourly) position. Hours will generally be set from Mon - Sat., 8:30 AM - 5:00 PM with 30-minute unpaid lunch.