



Job Description: ReStore Manager

Department: Habitat for Humanity ReStore

Reports to: ReStore Director

FLSA classification: Exempt

Position Summary: The ReStore Manager is responsible for leading the activities and vision for the Retail Store. The Manager is charged with overseeing the day-to-day operations, and for maintaining a clean and safe facility for staff, volunteers and customers. He/she must ensure that all sales and donation coordination activities run smoothly and efficiently, as well as providing superior customer service to customers and donors.

Essential Functions:

General Management

- Has overall responsibility for leadership of the ReStore.
- Establishes a store culture that is fun, warm, and welcoming for shoppers and donors as well as staff and volunteers
- Ensures that all donors, customers, volunteers, and staff are treated equally, fairly, and with dignity.
- Implements store policies (i.e., hours of operation, product line, discounts, volunteer roles, etc.), in consultation with the ReStore Director, COO, CEO and within affiliate adopted guidelines. Trains staff and volunteers on these policies.
- Ensures that all Habitat policies, generally, and specific to the ReStore, are followed.
- Motivates, encourages, and leads staff and volunteers and cultivates and maintains an environment of mutual respect and camaraderie

Financial Management

- Establishes and oversees strong cash management practices.
- Regularly reviews the financial transactions in the ReStore.
- Assist ReStore Director in creating an annual budget.
- Works with staff to ensure that the budget projections are met.
- Reports financial anomalies to the ReStore Director when they occur.

Staff Management

- In consultation with staff coordinator of volunteer programs, develops job description and training program for volunteers
- Responsible for scheduling of restore volunteers
- Supervision for restore staff and volunteers
- Conducts a weekly staff meeting.
- Provides sweat equity opportunities for interested partner families.
- Thanks volunteers and staff regularly for their contributions.

Public Relations

- With guidance of the ReStore Director, plan and execute special events for the ReStore.
- Pursues public speaking opportunities to provide information about Restore's services
- As instructed with the ReStore Director, address any positive or negative stories that are in the media regarding the ReStore.
- Resolve customer complaints

Marketing Community Outreach

- Sources donations for ReStore
- Implements, and reviews the ReStore marketing strategy, with primary focus on donated product and secondary focus on attracting customers
- Establishes relationships with community businesses and associations, realtors, property managers, homeowners.



- Develops relationships with related governmental agencies to promote partnerships; refers grant opportunities to Habitat's Development Director.
- Works with related industries to promote the services that the ReStore provides to the community

Growth Long Range Planning

- Works to ensure steady and sustainable growth in all areas of the ReStore.
- Provides recommendations to the ReStore Director regarding expansion.
- When directed, provides the necessary research to make growth real.

Required Knowledge, Skills and Abilities

- Demonstrates commitment to Habitat's mission.
- Great management and people skills
- Enjoys working in a fast paced, ever-changing work environment
- Effective communication and listening skills. Pays attention to details.
- Self-starter with ability to work both independently and with other staff and volunteers.
- An effective leader and supervisor, with ability to provide direction to other staff and volunteers.
- Ability to relate to a diverse population.
- Physical ability to complete work on the job site or in the store/warehouse, even during inclement weather.
- Valid driver's license with good driving record.
- Preferred experience in retail sales and management
- Experience working with volunteers a plus
- Ability to utilize Microsoft Office package and other computer tools.
- Strong problem-solving skills.

Physical Requirements

- Requires the physical ability to sit, walk, and/or stand for prolonged periods of time. While the HFHCC offices are smoke-free and temperature controlled, some of the work may be in non-temperature-controlled conditions, possibly outdoors.
- The position requires persons who are able to safely lift at least 50+ lbs. on an ongoing daily basis.

Education/Certification

- Preferred - Associate's or Bachelor's degree in Business or Management - with relevant experience in retail and/or warehouse

Other Information

- Supervises Restore paid staff and all Restore volunteers
- Eligible for participation in group health plan; vacation, holiday & sick benefits, 401(k), life insurance, EAP
- Works FT, 40-hour work week, eight-hour shift 8:30 AM-5:00 PM, Store open Mondays through Saturdays