



ReStore Assistant Manager

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Reports to: ReStore Manager

Qualifications:

- Bachelor's degree preferred and minimum of 3 years management related experience, 3 years of customer service related
- Prior work experience required, preferably retail and/or business experience (operations, project management, marketing, finance)
- Computer skills, including MS Word, MS Excel, MS Outlook, and the Internet
- Forklift certified preferred (not required)
- Ability to lead, train, and manage staff and engage volunteers in a positive manner to maintain a highly motivated organizational atmosphere
- Provide customer service-oriented decision making in a professional manner
- Working knowledge of POS operating systems

Job Classification: Exempt

Compensation: \$___/year commensurate upon experience; plus Bonus

Benefits: Medical insurance, dental Insurance, vision insurance, life insurance, Simple IRA with a 3% match, 12 vacation days and 6 sick days.

Primary Duties and Responsibilities

Operations

- Maintain high levels of customer and donor service.
- Proactively develop relationships with business and neighborhood associations to increase awareness of brand, communicating and collaborating with other Habitat departments regarding cross over opportunities
 - Overall management of the Store operation
 - Maximize store profits based on budgets
 - Train staff and adhere to the store policies and procedures
 - Maintain a clean, neat, and safe store
 - Maintain open communication with Director and store team on essential and critical daily operations
 - Manage and lead staff, including:
 - Develop goals and daily task lists
 - Staff development and performance reviews
 - Scheduling



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- Marketing, including:
 - Maintain updated store signage for events as provided by the Director and Marketing Departments

Financial Management

- Implementing and managing financial controls
- Budget management and analysis
- Complete monthly financial summary

Procurement and Inventory Management

- Oversee store inventory, including pricing
- Monitor inventory turnover

Donation Management

- Assist Director with corporate donation solicitation and logistics
- Monitor quality of donations received through drop offs
- Develop relationships with new donors – build relationships in community with community associations and other neighborhood groups

Volunteer Management

- Ensure that volunteers are actively engaged and have a positive experience

Customer Service

- Monitor and train staff to provide excellent customer service.

Staff Development

- Ensure accountability processes that encourage staff responsibility for their job performance and maintain positive morale
- Support and maintain staff culture that aligns with the mission
- Support the Director to ensure all HR policies are communicated on a regular basis and stores comply at all times
- Engage with volunteers as needed to maximize their participation and impact on the mission

Safety

- Assume as manager and support responsibility to enforce safe work practices by all team members, volunteers, subcontractors and workers at all our locations and events to ensure we meet, if not exceed, OSHA and all HFHBMC safety policies and procedures.
- Ensure that all team members are aware of and operate by the safety policies and procedures for retail environment and transportation activities that look out for the welfare of our customers and donors.
- Exercise outlined protocol by immediately notifying and collaborating with management on any safety related incident and/or respond to a report involving staff or any other related team members (workers, volunteers, and subcontractors).
- If within area of purview initiate and / or provide assistance for the proper investigation regarding safety incidents by following Safety policies and procedures.

Perform other duties as assigned