



Title: ReStore Manager
Supervisor: Executive Director
Status: Full-time, 30-40 hrs. per week non-exempt
Compensation: Starting salary: DOE
Benefits include health care coverage and optional supplemental insurance; paid time off; holidays; self-funded 401K plan available.
To Apply: Visit www.habitatlincoln.org, click on *Get Involved > Join the Team*

SUMMARY

At Habitat for Humanity of Lincoln County (HFHLC) we are part of a global, nonprofit housing organization that works to eliminate substandard housing locally and worldwide and provide affordable homeownership opportunities for low-income households. We do this through constructing, rehabilitating and preserving homes; by advocating for fair and just housing policies; and by providing training and access to resources to help families improve their shelter conditions.

HFHLC ReStores are re-sale stores whose purpose is to generate revenue, through the sale of donated building materials, furniture and appliances, to fund essential affiliate program costs. In addition, the ReStore facilitates recycling, minimizes landfill waste, provides low-cost home improvement items, and increases Habitat's visibility in our community.

By becoming our ReStore Manager, you'll join a collaborative, team-based organization. You will be responsible for all aspects of ReStore operations, including planning, personnel management, customer service, finance, and administration. It's the perfect way to use your enthusiasm, energy, management, and people skills to directly help the members of our community looking for a hand up, not a hand out.

POSITION DESCRIPTION

Under the general direction of the Executive Director, ReStore Managers are responsible for the overall business performance of the ReStore with priority responsibilities on personnel management and safety; the acquisition, marketing, and sale of quality donated materials; building and maintaining effective relationships with community stakeholders; ensuring friendly and professional customer service; and maintaining a safe, clean, and organized merchandising area.

KEY RESPONSIBILITIES

- **Operations:** In coordination with the Executive Director, develop annual goals; promote high quality performance of all aspects of ReStore activities; develop and implement strategies to achieve goals for donations, sales, and net income; maintain a professional and safe ReStore environment.
- **Personnel Management:** Hire, train, schedule, supervise, and evaluate staff; provide coaching and professional development opportunities to help staff reach their full potential; promote a professional and enjoyable working environment.
- **Finance & Administration:** Ensure compliance with all financial reporting practices; reconcile daily sales and daily closing of financial transactions; maintain operation within

annual operating budget and recommend capital expenditures; monitor actuals against budget and manage expenditures accordingly; track sales data and adjust procurement strategies to meet customer demand.

- Reporting & Communication: Create regular written report of activities for executive leadership and the Board of Directors; ensure Executive Director is informed of progress and challenges.
- Customer Service: Lead by example to ensure staff and volunteers provide friendly and professional customer service; clarify policies; resolve disputes; serve as back-up cashier; assist customers with loading purchases in vehicles.
- Merchandising: Oversee effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise; assist donors with unloading donated items; accept and process donated inventory; manage in-store promotions; update social media (Facebook, Craig's list, etc.).
- Safety: Ensure maintenance of ReStore safety standards and cleanliness, including communicable disease prevention and control measures; identify and correct potential safety hazards; look out for the safety of other staff and volunteers; ensure staff are up-to-date on safety training; complete monthly and annual safety reports.
- Volunteers: Recruit, train, and engage volunteers in a meaningful way, understanding that each is an individual with different capabilities; train new volunteers to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely basis; ensure a positive and enjoyable volunteer experience.
- Other Duties as Assigned: Meet all long- and short-term goals established by the Executive Director.

POSITION REQUIREMENTS

- Successful results from a criminal and sex offender background check.

REQUIRED QUALIFICATIONS

- Retail management experience, including operations, merchandising, administration, personnel, and financial management.
- Experience leading and motivating teams.
- Experience providing excellent customer service.
- Experience monitoring budgets and managing expenditures.
- Knowledge of basic safety standards and processes in a retail environment.
- Basic computer skills, including email, word processing, and data entry.

PREFERRED QUALIFICATIONS

- Volunteer management experience.
- Basic knowledge of home repair and construction materials

ADDITIONAL SKILLS

- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Strong interpersonal skills, dealing well with a variety of people, personalities and backgrounds.
- Excellent written and verbal communication and public relations skills.

- Ability to develop and maintain positive relationships with ReStore staff, volunteers, donors, customers, and the general public.
- Ability to adapt to a changing environment and unexpected shifts in priorities.
- Attention to detail and overall quality control.
- Must be self-motivated with a proactive approach to problem solving.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job operates in a warehouse with new and used furniture, household goods, and building supplies. This role routinely uses standard office equipment such as computers, cash register, and phones. While performing the duties of this job, the employee is required to frequently lift and move light to moderately heavy items. The noise level in the work environment may range from quiet to moderate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee is frequently required to stand, bend, stoop, kneel, crouch, and reach in awkward and tiring positions. The employee is frequently required to use hands to finger, handle or feel. The employee must frequently lift and move and/or load items over 50 pounds with a Team lift, employing proper lifting techniques. Specific vision abilities include close vision, far vision, and peripheral vision.

EQUAL EMPLOYMENT OPPORTUNITY

Habitat for Humanity of Lincoln County is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, color, national origin, ancestry, religion, sex (including sexual orientation and gender identity), pregnancy (including childbirth, lactation, and related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

NOTE: *This job description is intended as a guideline only and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause.*