



RESTORE ASSISTANT MANAGER JOB DESCRIPTION

Job Title: ReStore Assistant Manager

Reports to: ReStore Manager

Status: Full-Time regular employee / non-exempt (hourly) / 37-40 hours per week / Benefit Eligible

Pay Range: \$16.00-18.00/hour (dependent on experience)

Overview: Under the supervision and direction of the ReStore Manager, the ReStore Assistant Manager is responsible for working on and helping lead a team of ReStore Associates and volunteers that carries out various operations in the ReStore. During any given shift the ReStore Assistant Manager can expect to clean, work the cash register, merchandise/price product, straighten the store and work in our donation drop-off center. The ReStore Assistant Manager also serves as Manager on Duty for full or partial shifts working to lead and task ReStore Associates and volunteers as needed and will also complete administrative, marketing and business development tasks as assigned by the ReStore Manager.

Daily Store Operations

- Help ensure consistent, smooth and efficient scheduling for donation pick-ups
- Greet customers and respond to their inquiries while they are shopping
- Operate the cash register to check customers out
- Prep and price merchandise for sale and assist with the display of items on the sales floor
- Screen, unload and provide donation receipts to all donors dropping off donations; this includes frequent lifting and moving of small, medium and large items varying in weight
- Accompany the ReStore Driver on two-person pick-ups as needed; serve as a back-up Driver as needed
- Assist in unloading the donation pick-up truck when it returns to the ReStore
- Provide excellent customer service to volunteers, customers and donors at all times
- Assist with completing our cleaning checklists to include cleaning duties such as: bathrooms, sweeping, mopping, cleaning windows, cleaning doors and other frequently touched surfaces
- Other store operations duties as assigned

Leadership Duties and Responsibilities

- Lead and direct ReStore Associates and volunteers with tasks when scheduled as the Manager on Duty or when the ReStore Manager is unable to be on the sales floor
- Assist the ReStore Manager in keeping an ongoing list of cleaning activities and store projects so there are always things for volunteers, partner families and ReStore Associates to stay busy with
- Collaborate with the ReStore Manager and the Volunteer Manager to ensure that individual and group volunteers are trained and engaged in meaningful ways whether they are volunteering with us one time or long-term; serve as a crew leader for groups as needed
- Assist in keeping ReStore Associates on task with opening and closing checklist items for the store
- Address volunteer, customer or donor grievances that are reported to you in a timely manner
- Participate in occasional networking and community or Habitat events outside of normal hours
- Assist with providing content for newsletters, the website and social media platforms (i.e.: photos, stories)
- Attend and participate in ReStore and other development related training opportunities
- Assist with marketing and business development tasks as needed or as assigned by the ReStore Manager (i.e.: social media, calls to donors, neighborhood collateral drops etc.)
- Other administrative duties as needed or as assigned by the ReStore Manager (i.e.: writing or editing SOP's, writing the employee schedules, inventory/supply ordering etc.)

Desired Skills, Education & Experience

- High school diploma required, Bachelor's degree preferred
- 2-3 years of experience working in one or more of the following areas: customer/volunteer focused environment, retail/resale environment, sales/donation driven environment, or in a nonprofit/business management role
- Customer service oriented, hard worker, patient and a "people person"
- Ability to adapt to rapidly changing conditions when there are unexpected shifts in priorities
- Interest in working in a nonprofit resale environment where store profits are cycled back into Habitat Lakeside's affordable housing programs

Other Job Requirements and Work Environment and Conditions

- Pass a criminal background, sex offender registry and driving check as well as a pre-employment drug screen
- Will perform store functions and assist with donation pick-ups and drop-offs and, therefore, must be comfortable and able to lift up to 50 pounds

Work Environment and Conditions

- Our Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope. Applicants must be comfortable working for a Christian organization.
- Operating within the construction, retail and human services industries, applicants must be sensitive to the large diversity of people who will interact with our organization
- Applicants must be comfortable with extended periods of: standing, bending, squatting, lifting and repetitive motions while on the sales floor, in the warehouse/receiving area or when picking up a donation AND extended periods of time sitting at a desk using a computer, answering phone calls, using email & other office equipment while performing administrative duties in an office setting.

Habitat for Humanity Lakeside is an equal opportunity employer. We seek to use and assign the best qualified staff for all of our positions in a way that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status, or any other status or characteristic protected by law.