



RESTORE MANAGER JOB DESCRIPTION

Job Title: ReStore Manager

Reports to: Executive Director

Job Status: Full-time regular employee / exempt (salaried) / 40+ hours per week / Benefit eligible

Pay Grade: S2-S4

Overview: Under the supervision and direction of the Executive Director, the ReStore Manager will be responsible for the successful internal and external operations of the Habitat for Humanity Lakeside ReStore located in Sheboygan, WI. This will include leadership and development of a team of employees who operate the store in partnership with you, cultivating an environment which attracts and retains volunteers, networking and serving as the face of the ReStore in the community and other duties as described in this job description. As a member of the leadership team for Habitat for Humanity Lakeside, the ReStore Manager is also involved in strategic planning and organization initiatives that support other areas of our mission.

Essential Duties and Responsibilities

General Administration & Leadership (15%)

- Lead and develop our ReStore team of employees by directing, training, supervising, mentoring and recognizing them in the performance of their assigned duties
- Complete annual performance reviews, set job-specific goals and create development plans with staff who are interested in any personal or professional development
- Ensure communication (verbal & written) of relevant information flows between the ReStore and the Habitat for Humanity Lakeside Business Office by having staff meetings and daily huddles with the ReStore team
- Ensure the ReStore adheres to government regulations, insurance standards and the policies of Habitat for Humanity Lakeside and Habitat for Humanity International as it relates to safety and risk management
- Ensure a safe working environment for all staff and volunteers and a safe shopping environment for customers and donors
- Participate as a member of the Habitat for Humanity Lakeside leadership team in the long-range planning for the overall organization and support organizational initiatives by other members of the leadership team

Financial Management & Business Development (35%)

- Develop and execute an annual business plan that aligns with the annual budget and develop and execute a long-range business plan that aligns with the strategic plan for the organization
- Participate in the annual budgeting process, compiling numbers for all ReStore related revenue and expenses; ensure the ReStore operates within the budget once it is approved; provide ongoing analysis of budget line items to increase income and decrease expenses
- Participate in networking, donation solicitation, social media management, e-commerce and other low-cost marketing strategies on a weekly basis to drive donations and sales in the ReStore
- Meet weekly and monthly goals for donation drop-offs, donation pick-ups and sales in order to provide sustainable funding to support Habitat for Humanity Lakeside's mission
- Analyze sales data, donation data, progress towards goals and financial data; report successes and discrepancies to the Executive Director and other members of the leadership team

Daily Store Operations (35%)

- In partnership with store staff, the Donation Ambassador and Development Director, ensure consistent, smooth and efficient scheduling for donation pick-ups
- Ensure consistent, smooth and efficient processing of donations including cleaning and testing merchandise, pricing merchandise and placement of merchandise on the sales floor
- Use inventory controls and scheduled pricing reductions to ensure fast turnover of merchandise
- Ensure an ongoing list of cleaning activities and store projects is maintained so volunteers, partner families or associate level staff have things to complete when the store is slow

- Ensure that a Manager on Duty or Team Leader is assigned for opening, mid-day and closing daily and that other staff and volunteers understand the work priorities for the day, week and month
- Ensure that all areas of the store, restrooms, and warehouse are clean and safe and the cleaning checklists are completed daily, weekly and monthly
- Perform sales floor activities as needed when the store is open for business: greet customers and respond to their inquiries while they are shopping, operate the cash register to check customers out, assist customers with loading purchases into their vehicles, answer the telephone and respond to voicemails, prep and price merchandise for sale
- Perform warehouse/receiving activities when the store is open for business: screen, unload and provide donation receipts to all donors dropping off donations, unload the donation pick-up truck when it returns to the ReStore, operate the forklift to assist in the warehouse/receiving area, complete donation pick-ups utilizing our box truck in the absence of our driver

Volunteer Management (10%)

- Meet with the Volunteer & Community Engagement Manager weekly to discuss volunteer needs, successes, challenges and to ensure volunteer hours are tracked accurately
- 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 the staff liaison to the ReStore Committee which is comprised of community members and business leaders; create meeting agendas, lead meetings and engage committee members in efforts to improve the overall performance of the ReStore

Other Duties (5%)

- Assist with providing content for newsletters and the website
- Attend and participate in ReStore, leadership and other development related training opportunities
- Other duties as assigned

Desired Skills, Education & Experience

- Associate or Bachelor's degree in a field such as Retail Management, Marketing, Business Management or Nonprofit Management is required
- 2-5 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
- 2+ years of experience providing leadership and hiring, training, developing and managing employees
- 2+ years of experience with budgeting, financial management and general administration
- Excellent verbal and written communication skills including comfort with public speaking
- Optimistic, lifelong learner, team player, empathetic, enthusiastic, patient and a "people person"
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities
- Ability to adapt to rapidly changing conditions when there are unexpected shifts in priorities
- Strong interpersonal skills and with the ability to interact well with a variety of people and personalities and facilitate conflict resolution
- Experience with Microsoft Office and Google products including Word, Excel, PowerPoint, Gmail and the Google Drive
- Interest in working in the nonprofit sector and supporting the goals of the Habitat ReStore as we work to create store profits to cycle back into Habitat Lakeside's housing programs

Other Job Requirements

- Pass a criminal background, sex offender registry check and pre-employment drug screen
- Ability to become forklift, CPR/AED and first-aid certified within six months of hire
- Valid Wisconsin driver's license and able to meet the automobile insurance guidelines of Habitat for Humanity Lakeside in order to operate affiliate and ReStore vehicles (ReStore Box Truck, Construction Pick-Up Truck)
- Availability to work occasional mornings or evenings (for events, networking, committee meetings, professional development) and Saturdays (for Small Business Saturday or staffing coverage) and to consistently work Monday-Friday between the hours of 8:30-5:00

- 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.

Job Description Acknowledgment

I hereby acknowledge that I have received, reviewed and fully understand the job description for the ReStore Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described within the job description.

Printed Name

Signature

Date