



RESTORE MANAGER JOB DESCRIPTION

Job Title: ReStore Manager

Reports to: Executive Director

Job Type: Full-time / Salaried (40+ hours per week) / Exempt

Pay: \$42,000-\$45,000

Overview: Under the supervision of the Executive Director, the ReStore Manager will be responsible for leading the successful operation of the Habitat for Humanity Lakeside ReStore in Sheboygan, WI. This will include: general administration, financial management, store operations, volunteer management, donor solicitation, community outreach and marketing/communication.

Essential Duties and Responsibilities

General Administration (15%)

- Manage the ReStore by directing, training, supervising, mentoring and recognizing the paid staff in the performance of their assigned duties
- Create and maintain Board approved job descriptions for all ReStore employees
- Perform annual performance reviews and set individuals goals in partnership with each staff member
- Maintain vacation and sick leave records for staff and communicate balances at least quarterly
- Establish office procedures, guidelines and performance standards
- Ensure communication (verbal & written) of relevant information flows among all groups in the ReStore and the HFHL office
- Ensure the ReStore adheres to government regulations as well as the policies of HFHL and HFHI
- Ensure a safe working environment for all staff/volunteers and a safe shopping environment for customers
- Participate as a leader in the long-range planning for HFHL

Financial Management (15%)

- Oversee the development and maintenance of sound financial practices
- Interact with the HFHL Bookkeeper to ensure the completion of audits and other financial activities
- Prepare the annual budget for review and approval by the Finance Committee and Board of Directors and ensure the ReStore operates within the approved budget
- Maintain and ensure accuracy of financials by completing a monthly review of budget vs actuals for income and expense categories paying close attention to any discrepancies
- Problem solve and analyze budget line items to increase income and decrease expenses
- Ensure that adequate funds are available to permit the ReStore to carry out its mission

Store Operations (40%)

- Oversee all store operations to ensure consistent, smooth and efficient operations
- Responsible for driving donations, sales and profits to provide sustainable funding to support HFHL's mission
- Oversee the development of an annual business plan to include goals and objectives in all areas of ReStore operations
- Establish, implement and review policies and procedures for the safe, secure and high quality performance of all aspects of ReStore operations
- Oversee the effective merchandising of the floor, maximizing available display space
- Use inventory controls and scheduled pricing reductions to ensure fast turnover of merchandise

- Oversee scheduling of all store activities including weekly staff and volunteer schedules
- Ensure that a Manager on Duty is assigned for opening, midday and closing daily
- Ensure that all areas of the store, restrooms, and warehouse are clean and safe
- Develop relationships with other area ReStore managers to identify “best practices” and programs that are mutually beneficial
- Attend and participate in ReStore-related training opportunities
- Maintain a climate and culture which attracts, keeps and motivates staff and volunteers

Volunteer Management (10%)

- Work in partnership with affiliate staff to recruit, train and engage volunteers in meaningful ways
- Guide and assist volunteers in their work, understanding that each is an individual with different abilities
- Oversee the training program for new volunteers
- Provide direction and supervision for ReStore volunteers, including community service volunteers
- Identify “sweat equity” opportunities for partner families
- Maintain an active ReStore committee and serve as a primary staff liaison to the committee

Donor Solicitation / Community Outreach (10%)

- Serve as the primary spokesperson and community liaison for the ReStore
- Establish sound working relationships and cooperative efforts with other reuse businesses and community groups
- Oversee the development and implementation of a donation procurement plan which focuses on targeted outreach to the business community and to residential areas
- Assist in drafting grant applications as opportunities arise

Marketing / Communications (10%)

- Oversee the development and implementation of a communications and marketing plan which focuses on donation procurement & volunteer recruitment using outside advertising, community networking, in-store displays/signage, social media and website development
- Ensure that the activities of the ReStore, its programs, goals and accomplishments are publicized through social media, website development and verbal or written communication with all staff, the ReStore Committee and Board of Directors

Desired Skills, Education & Experience

- High school diploma required, Bachelor’s degree preferred
- 3-5 years related professional experience in the following areas: retail sales environment, donation procurement or business development, marketing or advertising, volunteer recruitment/coordination, training/managing/leading/developing employees, financial management, general administration
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities
- Excellent verbal and written communication skills including experience in public speaking
- Strong interpersonal skills with ability to interact well with a variety of people and personalities
- Quick on your feet, excellent problem solving skills and ability to facilitate conflict resolution in an ever changing work environment
- Experience with Microsoft Office & Google products including Word, Excel, PowerPoint, Gmail & Drive
- Strong interest in working in the nonprofit and retail sector and supporting the mission, vision and strategic direction of Habitat for Humanity Lakeside as we work to create a community where everyone has a decent place to live

Other Job Requirements

- Pass a criminal background and sex offender registry check
- 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
- Flexibility to work occasional evening and weekend hours and to consistently work Monday-Friday between the hours of 8:30am-6:30pm
- Will assist staff in performing store functions 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: frequent bending, squatting, lifting and repetitive motions while on the sales floor or in receiving 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.

Applicants interested in applying for this position should email a resume and cover letter to sbeckman@habitatlakeside.com. Interviews will be held on a rolling basis until someone is hired.