



Job Description: Store Manager – Habitat for Humanity ReStore

Reports to: ReStore Director

FLSA Status: Exempt

Classification: Full time

Summary

The ReStore Manager is responsible for managing the day-to-day operations of a Habitat for Humanity ReStore, developing a strong, cohesive and inclusive management team, ensuring a safe and exceptional environment for volunteers, donors, shoppers and staff.

Responsibilities

Human Resources Management

- Facilitate a positive, team-oriented environment in which all staff and volunteers are given the opportunity to achieve their full potential.
- With support from the ReStore Volunteer Manager, ensure that the store has adequate staffing levels at all times.
- Ensure consistent and productive communication with and among ReStore and affiliate staff and volunteers.
- Provide training, supervision and evaluation of store employees and volunteers in a positive and affirming manner.

Operations

- Ensure quality customer and donor relations, and address comments and grievances in a professional manner.
- Ensure that merchandising and markdown strategies are implemented to ensure adequate inventory turn
- Ensure that all cash handling and security procedures are followed to minimize risk.
- Provide input to pricing guidelines and ensure that they are implemented consistently.
- Continually improve the overall appearance and safety of the ReStore to maximize efficiencies.
- In coordination with the ReStore Director and store management team, develop and manage in-store events.
- Opening and closing of the ReStore for scheduled daily hours.

Financial/Resource Development

- Participate in identifying new in-kind donor prospects and in implementing donation solicitation plan that will increase the number, consistency, size and quality of in-kind donations.
- Participate in the budgeting process, working within the expense budget parameters, adjusting operations as needed to stay within budget.

Safety

- Maintain a safe work environment at all times, ensuring that safety practices and conditions are established and followed
- Instruct volunteers regarding safety issues, ensuring that all applicable training is provided
- Ensure that all documentation and procedures involved with an accident or incident investigation in the ReStore are followed



Supervisory Responsibilities

Directly supervises Assistant Manager and Store Associates, and provides leadership to all ReStore volunteers. Responsibilities include training, assigning and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

Qualifications Required Skills and Experience:

- **Retail Knowledge:** Five or more years' experience in retail management and direct sales experience. Knowledge of building materials is preferred.
- **People Skills:** Must be able to communicate effectively both orally and in writing, establish and maintain effective working relationships, and strive to make the work experience enjoyable and rewarding for all staff and volunteers. Successful experience working with volunteers is critical.
- **Supervisory/Training Skills:** Must be able to provide direction and feedback in a positive manner, and quickly match the various skill levels and work expectations of volunteers with the work at hand.
- **Approach to Work:** Must be a self-starter and able to work independently. Must be flexible and adaptable to changing needs of the work environment.

Store Manager

Date

Greater Fox Cities Area Habitat for Humanity is an Equal Employment Opportunity employer. Applicants are considered without regard to race, color, religion, sex, national origin, age, disability, or other protected status.