



Job Description: ReStore Assistant Manager

Primary Role: The ReStore Assistant Manager is responsible for the startup and day to day operations of a new ReStore scheduled to open in July, 2020 in Westminster, MD. He/she reports directly to the ReStore Manager. The ReStore is a retail business that sells donated building materials, furniture, and appliances at discounted prices to generate revenue to support Habitat for Humanity of Carroll County in its mission to build homes, communities and hope. The ReStore Assistant Manager is responsible for supporting the ReStore Manager in the overall business performance of the ReStore with priority responsibilities on the acquisition, marketing and sale of quality donated building materials of a volume necessary to achieve sales targets; the planning and execution of an effective and efficient receiving process; and HR duties such as hiring, training, and supervision of volunteers and staff.

Responsibilities:

Operational:

- Promote donations, drive sales and profits of the ReStore to provide sustainable funding to support Habitat for Humanity of Carroll County's mission.
- Implement strategies to achieve the goals and objectives identified in the HFHCC's ReStore Business Plan.
- Work with HFHCC staff to develop marketing and advertising programs to build store's visibility in the community.
- Establish and maintain relationships with potential and existing donors, including contractors, suppliers, individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Establish, implement and review policies and procedures for the safe, secure and high quality performance of all aspects of ReStore activities.
- Oversee the effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events.
- Ensure that all areas of the store, rest rooms, 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.

- Hire and train ReStore staff; establish annual performance goals for each and monitor performance results, formally reporting results at least annually.

Volunteer Management:

- Work in partnership with HFHCC 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 capabilities.
- Train new volunteers and staff to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely basis.
- Provide direction and supervision for ReStore volunteers, (operations, deconstruction, office/clerical staff, donation pick-up drivers, and counter sales assistant) including Institution Community Work Crew and community service volunteers.
- Identify “sweat equity” opportunities for partner families.
- Maintain an active ReStore committee.

Finance and Administration:

- Ensure compliance with all financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Develop and enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary for changing market conditions.
- Work in conjunction with the Executive Director and Finance Committee to develop and maintain operation within the annual operating budget and recommend capital expenditures.
- Track sales data to determine categories with high to low volume and adjust procurement strategies to meet customer demand.
- Approve, ensure accurate coding and submit payable invoices on a timely basis to office coordinator.

Reporting and Communication:

- Create written monthly report of sales activities, expenses, volunteer hours, and outreach efforts to provide a snapshot of the current state of the ReStore.
- Work closely with the volunteer coordinator, to coordinate weekly and monthly schedules as well as long-term planning for volunteer needs.
- Coordinate with Development Director and Construction Manager on in-kind donation requests from area contractors, suppliers and businesses.
- Ensure that Executive Director is informed on a regular basis of progress and challenges.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity of Carroll County.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated administrative, communication, financial and leadership skills.
- Attention to detail and overall quality control.
- Strong interpersonal skills, dealing well with a variety of people, personalities and backgrounds.
- Excellent written and verbal communication and public relations skills.
- Physical ability to perform tasks, including lifting up to 75 pounds and standing for long periods at a time.

Education and Experience:

- Bachelor's degree in related field or related professional experience.
- Experience in supervising and leading employees and volunteers, directing successful teams and accountable for meeting objectives.
- Experience in a retail environment required.
- cursory knowledge in building materials preferred
- Demonstrated ability in training, managing, leading and developing people.
- Working knowledge in Microsoft Office and Quickbooks.
- Background check required.

Performance Indicators:

- Achieve sales and financial goals outlined in ReStore Business Plan.
- Develop and implement appropriate systems.
- Build store assets and enhance the mission of Habitat for Humanity of Carroll County.
- Manage volunteers and employees for best utilization in fulfilling objectives
- Initiative and independent action demonstrated in handling tasks assigned.
- Strong communication with donors, customers, volunteers, partner families and staff.
- Demonstrated knowledge of operations, policies and procedures.

Reports to: ReStore Manager

Employment Status: Full Time salaried position at 40 hours + per week, including Saturdays.

Salary: Competitive pay and benefits package. Compensation is dependent on experience.