ReStore Manager

Reports directly to:  Director of Retail Operations
Department:  Affiliate, Exempt
Position:  Full-time

Habitat for Humanity of the Roaring Fork Valley ("Habitat RFV"), has been partnering with local families for over 22 years to help them build a safe and secure place they can call home. Providing a hand up, not a handout, is at the core of Habitat’s mission. Habitat homeowners help build their own homes alongside our staff and volunteers and pay an affordable mortgage. Habitat for Humanity is a global nonprofit housing organization working in local communities across all 50 states in the U.S. and in approximately 70 countries. Habitat’s vision is of a world where everyone has a decent place to live.

Habitat RFV is in the midst of substantial growth and development. We are a midsized affiliate serving over 10 families per year and we have an aggressive growth plan that will continue to increase the number of families served throughout the foreseeable future. We are seeking to make a long-term impact on the supply of affordable housing in the Roaring Fork and Colorado River valleys and the lives of Habitat homeowners.

ReStores sell used, overstock, discontinued, and slightly damaged building materials, appliances and furniture with a primary goal to provide a revenue stream used to support the construction of homes for Habitat’s housing ministry. An additional goal is to help the environment by repurposing household items and construction materials that would otherwise be thrown out and end up in a landfill.

SUMMARY JOB DESCRIPTION:

The ReStore Manager will work under the direction of Habitat RFV’s Director of Retail Operations and is responsible for store operations within the building material and appliances departments and manages a staff of 4-10. Must be “team oriented”, committed to customer service, have very good people skills and understand their own knowledge limitations. Should have the ability to be “customer friendly” yet firm.

Candidate must be friendly, yet industrious. Good phone presence and positive and professional demeanor required. Needs to be organized and able to work with others to organize ever-changing inventory in existing space.

Familiarity with email and Microsoft Office is desirable. Good communication skills are necessary. Must be able to clearly articulate the mission of HFH and how the ReStore serves that mission. An ability to work effectively and sensitively with a diverse group of people is required. A valid driver’s license and reliable transportation are also necessary.
CORE RESPONSIBILITIES:

1. Customer service/Volunteer resource.
   a. Job will include answering questions, providing supervision of staff, volunteers and customers, assisting with merchandise, clarifying policies, resolving disputes, answering phones, greeting customers.

2. Manage Building Material, Appliance, Electronic Departments
   a. Develop knowledge of merchandise and store procedures
   b. Assign qualified and coach them on performance.
   c. Ensure that all items are being entered correctly into YellowDog (inventory system)
   d. Assist in quarterly inventory process with management
   e. Research and make recommendations on purchased products for the departments

3. Sales Floor Management
   a. Assist staff and volunteers to prepare appropriate space for incoming items. Facilitate the logical and attractive display of merchandise.
   b. Utilize incoming donations and merchandise to meet assigned sales goals.

4. Team Leadership
   a. Work with the Director of Retail Operations to hire, train and retain quality employees. Coach performance to focus on leadership development and customer service.
   b. Motivate team of staff and volunteers to meet current organizational goals while providing a fun and dynamic place to work.

5. Volunteer assistance
   a. Add jobs to the daily list.
   b. Supervise and facilitate utilization of volunteers (including Dept of Corrections)

6. Incoming Bay Management
   a. Responsible for seeing that all items are priced and organized.
   b. Coordinates customers in movement of merchandise for inspection and/or purchase. Manage incoming donations so that clean, priced merchandise flows from the incoming bay to the show room in an efficient & quick manner.

7. Safety
   a. Organize daily safety meetings with all staff and volunteers.
   b. Ensure that all policies are followed as outlined in the safety manual and update the manual as needed for changes in policy, law, or circumstances.
   c. Identify safety hazards and eliminate them or bring them to the attention of the Director of Retail Operations to develop a plan to mitigate them.

8. Building Maintenance
   a. Work with the property management company to ensure that monthly maintenance checks are being performed
   b. Recognize and address issues within the facility
   c. Communicate problems to the Director of Retail operations timely
KNOWLEDGE, SKILLS, ABILITIES:
- Enthusiasm, teamwork focused, and strong customer service skills
- Excellent written and verbal communication skills, including public speaking
- Effective leadership and team building skills
- Strong organizational skills and attention to detail
- Competency on office computer applications (word processing, publications and presentations, spreadsheet and database management).
- Self-motivated, able to work independently with minimal supervision
- Possess tact, diplomacy and flexibility
- Supervisory skills
- Project management skills with an ability to multitask

EDUCATION, EXPERIENCE:
- BA/BS Degree preferred
- 5 years' experience in the field of retail management & customer service
- 1-3 years staff supervisory experience
- Personal volunteer experience and commitment to volunteerism in community service

JOB QUALIFICATIONS
Dedication to the philosophy and passion for the ministry of Habitat. Familiarity with Habitat’s affiliate program and/or ReStore is preferred. Available for a work week of Tuesday through Saturdays. Strong supervisory (for staff and several volunteers) and interpersonal skills and experience required. A background in construction and building materials is a must. Must possess the ability to accomplish simultaneous tasks; self-motivation; the ability to adapt to a changing environment; the personality to work well with volunteers; good cheer; vision; creativity; and sense of humor. Physical stamina desirable for some lifting. Must possess a driver's license and be able to operate a box truck. Bilingual Spanish-speaker preferred.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:
This position is split between tasks performed at a desk in the office and retail floor presence. Driving a 20 foot box truck, operating a forklift and the ability to move and handle furniture and fixtures which will require lifting up to 50 lbs is necessary. The position may involve occasional outside meetings and presentations, and having a reliable personal vehicle for transportation and a valid driver’s license is required. The position is classified full-time, exempt with full benefits.
Anticipated work schedule is Tuesday through Saturday, with no fewer than 45 hours per week expected. Occasional special projects may require spending additional time on nights and weekends.

COMPLEXITY
Responsibilities involve a variety of interrelated tasks. Procedures vary based upon management requirements. Strong communication (writing, interpersonal, public speaking) and analytical/quantitative skills will be essential with the ability to manage multiple projects under deadlines.

BENEFITS:
- Simple IRA
- Simple IRA matching
- Health insurance
- Paid time off
- Vision and Dental insurance available
- Travel

To apply, submit cover letter and resume to Kristen Wilmes at KristenW@HabitatRoaringFork.org.