

Habitat for Humanity Cabarrus County Job Description

Job Title: ReStore Assistant Manager

Department: ReStore

Reports To: ReStore Manager

Effective Date: September 2017

FLSA Status: Non-exempt

Position Summary: Assists the ReStore Manager in administrative and operational functions of the ReStore working toward achievement of operational, financial and mission focused goals.

Principal Accountabilities:

- Assists manager in maintaining a safe, clean and organized store in compliance with ReStore policies/procedures
- Provide a positive, quality experience for customers, donors and volunteers
- Assists in supervision of ReStore staff/volunteers to maintain efficiency, accountability and a team focused environment
- Understanding and commitment to the mission of Habitat for Humanity of Cabarrus County

Essential Duties and Responsibilities:

Operations Management:

- Assists the ReStore Manager in providing general oversight of the store operations and volunteer management which may include the following:
 - a. Opening and closing of the ReStore for scheduled daily hours
 - b. Demonstrating outstanding service to customers, donors, volunteers and team members
 - c. Implementing and monitoring systems for daily cash transactions and deposits
 - d. Managing incoming donations process – screening, receiving, sorting, pricing, cleaning, repairing, recycling and discarding – as appropriate for efficiency in compliance with ReStore policies and procedures
 - e. Displaying and organizing of showroom sales areas to ensure all items are properly priced and ticketed for sale
 - f. Coordinating daily and weekly schedules for pickups and deliveries and coordination of driver schedules
 - g. Ensuring sorting and receiving areas stay clean, organized and free from hazards
 - h. Maintaining daily/weekly task assignments and records for volunteers and community service
 - i. Ensuring ReStore landscaping is maintained and the outside of building is kept free from trash and other debris
 - j. Maintaining ReStore vehicles and equipment in safe, working condition
- Assists in maintaining relationships with potential and existing donors, including individuals, businesses, community and church groups to increase quality and quantity of merchandise donations
- Ordering and inventory of purchased product ensuring that thresholds are maintained at or below required limits
- Ensure all personnel understand and can effectively communicate the Habitat ReStore, local affiliate and HFH missions to members of the public
- Effectively manage ReStore assets to ensure safety of employees, volunteers, customers, and donors
- Warehouse operations – keeping it clean, pricing, processing them quickly

Public Relations, Marketing and Advertising

- Assists ReStore Manager as needed in developing and implementing the marketing and public relations plan

Staff & Volunteer Management

- Assists ReStore Manager in training and managing ReStore associates in accordance with relevant personnel and safety policies - ensuring staff is well versed so that all policies and practices are understood and consistently adhered to
- As required in conjunction with ReStore Manager, address violations of policy including safety, poor job performance or misconduct in a timely and appropriate manner. Properly document incidents and develop corrective actions in consultation with the ReStore Manager
- Work closely with the HFHCC Volunteer Coordinator to recruit attract and retain volunteers

- Assists ReStore Manager in training and managing volunteers

Reporting, Communications and Other Responsibilities

- Keep ReStore Manager informed appropriately and timely of operational and financial matters
- Assists with maintaining relationships with other area ReStores to identify “best practices” in ReStore operations
- Other duties as assigned by the ReStore Manager

KNOWLEDGE/SKILLS REQUIRED

- Knowledgeable of and committed to the mission of Habitat for Humanity Cabarrus County
- Able to work with a diverse spectrum of people from a variety of faith, civic, business, ethnic and socio-economic backgrounds
- Ability to handle and defuse challenging situations with tact. Excellent communication and conflict resolution skills
- Ability to effectively communicate in a professional manner with vendors, staff, board members, families, and anyone associated with the ReStore and Habitat for Humanity Cabarrus County
- The ability and willingness to call on existing and potential donors to increase merchandise in the store
- Demonstrated ability in training, managing, leading and developing associates and volunteers in a consistent, positive and safety conscious manner
- Basic computer skills, including spreadsheets, word processing, presentations and email
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities
- Ability to safely lift and position up to 75 pounds. Job could entail occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers
- Able to manage confidential information with discretion and tact required

PHYSICAL REQUIREMENTS, WORK ENVIRONMENT & TIME COMMITMENT:

- Valid driver’s license with clean driving record, reliable transportation and willingness to travel to affiliate worksite, meetings and activities
- Ability to operate a phone and computer with proficiency in Windows & MS Office environment, POS system, trucks, warehouse and other equipment
- Full-time position - 40 hour work week - specific work days may fluctuate weekly and often include Saturdays
Flexibility required

EDUCATION AND EXPERIENCE:

A minimum of three years’ work experience with at least one year responsible leadership directing successful teams with accountability for meeting objectives. Associate Degree, preferably in business administration, management or marketing preferred – Bachelor’s degree a plus. Three years related experience or equivalent combination of education and experience.