



Habitat for Humanity of Greater Sacramento
819 N. 10th Street
Sacramento, CA 95811

POSITION DESCRIPTION

Position title: ReStore Manager
Department: ReStore
Reports to: Chief Executive Officer
Supervises: ReStore Staff, AARP, volunteers
Monthly salary range: \$18 - \$20 per hour
(Full-time position nonexempt from overtime.)

Position Overview

The Habitat for Humanity of Greater Sacramento ReStore is a retail outlet that sells new and used donated building materials, fixtures, and home furnishings to the general public, in a second-hand retail warehouse environment. The ReStore manager is responsible for the successful overall operation of the ReStore. It is the responsibility of the ReStore Manager to ensure a strong presence in the building materials retail market, while promoting continuous improvement in order to increase profits and support HFHGS's mission to create homeownership opportunities for low-income families in the Greater Sacramento community.

Responsibilities

Operational

- Drive sales and profits of the ReStore to further the local affiliate mission.
- Develop business strategies to raise customer pool, expand store traffic and optimize profitability.
- Maintain outstanding store condition and visual merchandising standards.
- Effectively manage Habitat ReStore assets to ensure safety of employees, volunteers, customers and others, making sure that licenses and other required certifications are maintained properly for government bodies and others as appropriate.
- Proactively seek out opportunities to improve the appearance, as well as the safety of the overall facility.
- Participate as an active member of Affiliate's Safety Committee.

Marketing and Advertising

- Participate in developing, rolling out and measuring marketing and advertising programs to increase donations, sales and volunteer participation.

Staff & Volunteer Management

- Ensure all personnel understand and can effectively communicate the Habitat ReStore, local affiliate and HFH missions to members of the public.
- Hire, train and manage ReStore Staff and take steps to ensure staff is well versed so that all policies and practices are understood and adhered to.
- Demonstrate and train staff in outstanding service to customers, donors, volunteers and others.
- Review existing staffing model and make recommendations for improved shift coverage, ensuring that all aspects of retail operations are adequately covered.
- Evaluate, recognize and reward staff performance. Address violations of policy including safety, cash handling procedures, poor job performance or misconduct in a timely and appropriate manner. Properly document incidents, and develop corrective actions.
- Maintain strong relationship with AARP SCSEP program, to guarantee continued placement of volunteer participants. Ensure participants are supervised, mentored and managed in accordance with AARP program guidelines.

Finance and Administration

- Implement and monitor systems for daily cash transactions and deposits.
- Provide accurate accounting records of revenues and expenses as required or requested.
- Approve employee recording of time worked.
- Work in conjunction with Finance Manager to develop annual operating budgets and recommend capital and facility-related expenditures.

Reporting and Communications

- Provide reports of designated activities including but not limited to: sales, expenses, outreach activities and other areas of interest to senior staff, CEO and/or Board.
- Deal appropriately with all issues that arise relating to staff or customers (complaints, grievances, etc.)
- Ensure safety practices are communicated to and reinforced with staff and others who will be in the facility and on the property.
- Keep CEO informed appropriately and timely of operational and financial matters.

Required Skills and Experience

- A minimum of 3 years responsible leadership, directing successful teams and accountable for meeting objectives.
- Solid application of interpersonal and communications skills, internally and externally, with groups and individuals.
- Demonstrated ability in recruiting, training, managing, leading and developing staff in a consistent, positive and safety-conscious manner.
- Initiative represented by “a sense of urgency” energy, enthusiasm, attention to detail and follow up.
- Adaptability, with a quick, sound and positive decision making aptitude, in rapidly changing conditions; anticipating, addressing and solving problems.
- Ethical leadership, demonstrating consistent high standards of integrity and accountability.
- Strong, verifiable familiarity with OSHA, HazCom, Fire Code, and other safety-related regulations.
- 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 operate a forklift, cash register, and give clear oral and written instructions to direct reports, as well as to interact well with customers, volunteers, and coworkers.
- Must be comfortable driving large vehicles, including pickups, box trucks, stake trucks, etc.
- Valid license with no major vehicular code infractions is required.
- Ability to work varied hours/days, including Saturdays and evenings as needed.
- Basic knowledge of building materials is a plus.
- Ability to pass a drug screen and background check is required.
- High School diploma or equivalent is required.
- Bachelor’s degree in Business Administration or relevant field is desirable.

Physical Requirements

- Physical ability to stand for extended periods and to move and handle merchandise and fixtures throughout the store. Physical ability to bend, and lift up to 75 lbs., as well as perform repetitive manual actions such as cash register or keyboard input. Ability to work in warehouse environment, which includes exposure to dust, heat and cold.
- Essential and marginal functions may require maintaining physical condition necessary for lifting, climbing and crawling; work on slippery or uneven surfaces; operate motorized equipment or vehicles; bend, stoop, kneel, crawl, walk, stand, or sit for prolonged periods of time; near visual acuity to review written documentation; ability to hear and understand speech at normal room levels and on the telephone; manual dexterity to operate a telephone; lift horizontally and vertically.

This position description does not list all the duties of the job. You may be asked by your supervisor to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time. The position description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.