##

## **Job Description**

**Position Title:** ReStore Manager

**Reports to:** Operations Director

**Status:** Full-time/Exempt

**Hours:** Tuesday-Saturday/Some Nights and weekends

**Position Overview:** The ReStore manager is responsible for overall management of the store’s day-to-day operations, playing an active role in planning for the store’s future, and for representing the restore in public and at community events.

**Essential Duties and Responsibilities:**

* Manage daily operations of ReStore Retail outlets including opening and closing procedures, truck scheduling, phone calls, emails and messages, sales, customer service, safety, and employee time sheet.
* Run the operation with the recognition that the ReStore is often one’s first impression of
* Habitat for Humanity.
* Ensure quality customer service is provided and grievances are professionally handled.
* Effectively manage ReStore team members and volunteers to ensure orderly store operations and positive volunteer experiences.
* Develop daily and weekly task list items for volunteers to ensure safe and organized store operations
* Ensure compliance with safety standards and comply with accident procedures.
* Develop Market strategies to ensure a high volume of donations are received on a regular basis.
* Ensure pricing policies are maintained and, if needed, improved upon
* Monitor daily sales to ensure compliance and mitigate theft
* Manage cash expenditures to ensure fiscal responsibility
* With Operations Director, establish yearly budgetary goals
* With assistance from Operations Director, update dashboard and other financial reports for leadership tem
* Manage sales inventory and mitigate donation slumps
* Monitor and evaluate ReStore employee performance. Conduct annual performance reviews.
* Hire, train and manage ReStore staff and volunteers in accordance with personnel
* policies and ensure staff is well versed about Habitat’s program and local activities
* Interview and hire individuals as needed with guidance from operations director
* Provide corrective actions including, but not limited to, counseling, warnings, and terminations for ReStore Employees
* Facilitate a positive, team-oriented environment in which all staff and volunteers are
* Given the opportunity to achieve their full potential.
* Attend NYS Affiliate conference as needed
* Provide leadership and guidance for ReStore Signature event, ReStore Find & Flip
* Attend and encourage restore staff and volunteers to attend fundraisers including but not limited to, ReStore Find & Flip, Hammers & Ales, and Volunteer Recognition Dinner

**Required Qualifications:**

The ReStore Manager must be customer service driven with and believe in the ReStores support mission of Habitat for Humanity Buffalo. The candidate must have proven leadership skills and will have a background in retail and retail management.

* **Results –** Track record of managing to budget with strong grasp of expense concepts. Ability to drive sales goals through creative endeavors and meet net income expectations
* **Vision and Agility –** Ability to predict and mitigate seasonal sale fluctuations and trends. Creative problem solving ability with customers, volunteers and staff.
* **Leadership and Organization –** Capacity for managing and leading people, connect to staff and volunteers alike. Enforce company policies and procedures and foster environment of accountability.
* **Action Oriented –** Enjoys flexible work atmosphere with ability to juggle many priorities at once. Ability to project confidence and take unpopular stands when necessary. Takes charge of all situations.
* **Education –** High School degree or equivalent. 3 years retail management experience.

**Habitat for Humanity Buffalo, Inc. is an affirmative action/equal opportunity employer and is committed to respecting diversity and individual differences.**

**Please email all resumes and cover letters to Teresa Bianchi, Executive Director, at** **execdirector@habitatbuffalo.org****.**