

Overview

The ReStore Manager is responsible for the overall business operations and performance of the ReStore with a focus on acquisition, marketing and sale of quality donated goods. This position supervises a staff of four and reports to the Executive Director. Work Week: Tuesday-Saturday 9-5:30

Responsibilities

Customer service/Volunteer resource.

- Interview, orient, and train staff and Volunteers
- Monitor and evaluate staff and Volunteer performances through yearly reviews in coordination with the Executive Director
- Inspire, encourage, coach, counsel, mediate and discipline staff and Volunteers to provide motivation to increase productivity and sales
- Monitor staff schedules and Volunteer shifts (through Volunteer Hub), assigning daily tasks to all
- Enforce adherence to safety practices by all staff, volunteers, customers, and donors in store
- Conduct scheduled meetings
- Assisting with merchandise, clarifying policies, resolving disputes, answering phone, greeting customers.

Sales Floor Management

- Manage donation flow from entry, pricing, display, sale and exit utilizing the profit per square foot formula to record weekly/monthly/yearly productivity and profits
- Research pricing of donations with Assistant Manager and pricing and sorting Volunteers utilizing the 1/3 - 1/2 of full retail prices and the Pricing Standards book
- Conduct monthly markdowns (20%) and sales on ticketed/overstocked/"dead merchandise"
- Maintain entire facility in compliance with HFHI/state/local laws/OSHA regulations that apply to staff and Volunteer activities, store safety, box truck/equipment use
- Assert management presence during store hours through visibility throughout store

Back Room Management

- Responsible for seeing that all items are priced and organized.
- Assure adequate coverage for pickups and acceptance of donations.
- Coordinates customers in movement of merchandise for inspection and/or purchase.
- Manage incoming donations so that clean, priced merchandise flows from the back room to the show room in an efficient & quick manner.

Donation Procurement

- Initiate sales floor moves to improve display of continuously changing merchandise
- Procure donated items for display purposes, or construction of displays to increase store's
- Square footage vertically vs horizontally re: financial return on square footage
- Develop rapport with other ReStore Managers
- Develop strategies with Assistant Manager and Donations Coordinator for incentive of large, local businesses to make donations
- Speak privately, or publicly to all who could be potential donors, or proponents of Habitat for Humanity's mission and vision

Safety

- Organize safety meetings with all staff and volunteers.
- Ensure that all policies are followed as outlined in safety manual and update the manual as needed for changes in policy, law, or circumstances.
- Identify safety hazards and eliminate them or bring them to the attention of the Executive Director to mitigate them.

Finance and Administration

- Account for safe contents
- Make weekly Bank Deposits deposits on Tuesdays delivering receipts to Operations Manager
- Request or make necessary business purchases
- Generate monthly Dashboard Reports
- Make in-store promotional signs, price tags, etc. as needed.

Public Relations, Marketing and Advertising

- Ensure that the Restore's web pages are current
- Ensure that The ReStore is being marketed through social media in an appropriate manner;
- Create, plan and implement store events with Assistant Manager and Donations Coordinator

Skills and Experience

- A minimum five years experience managing people in a retail, restaurant, hardware, construction, or industrial setting required,
- Strong interpersonal and communication skills with groups, individuals, and people of varied cultures, ability to speak Spanish beneficial
- A proven history of building cooperative, mutually beneficial/long-term relationships
- A demonstrated ability in leading, training, managing and motivating staff and volunteers in a consistent manner
- Ability and capacity to adapt to rapidly changing conditions/situations, prioritize, make quick sound, positive decisions and anticipate, address and solve problems calmly
- Experience in making, soliciting, and securing donor contacts
- Knowledge of Microsoft Office and forms of modern communication technology
- Creative and innovative merchandising and marketing ideas and skills

Work Habits

- Understands the mission of Habitat for Humanity of Greater Newburgh and a desire to promote it
- High standards of personal and professional integrity and accountability
- Appreciation of a team-oriented approach to decision-making, work, and problem-solving
- Demonstration of detailed, organizational, and follow-through skills
- Possessive of a sense of humor and the ability to look chaotic/confrontational situations in the eye and put them in perspective
- Learn policies and procedures quickly Provide and receive feedback constructively
- A willingness and ability to work occasional evening hours

Working Conditions and Physical Demands

This position requires

- Ability to lift/position 50 +,pounds frequently
- Standing, bending, kneeling, reaching frequently

Compensation

- Salary is dependent on experience
- Benefits include health insurance, paid holidays, vacation, and sick time.

Please send resume, cover letter to jobs@habitatnewburgh.org

Applications will be accepted until the position is filled. No phone calls, please.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state, or local laws.