

# **Watauga County Habitat ReStore Manager**

REPORTS TO: Executive Director

Job Description: Manage the overall operations and performance of the ReStore. Generate revenue, meet budgets and maintain profitability objectives in support of Watauga Habitat operations through the acquisition, management, and marketing of ReStore products. Supervises, trains and motivates Associates and other staff. Management responsibilities include ReStore sales, customer service, paid and volunteer staff performance, safety, security and maintenance of the facilities and WCHFH property. Participates in ReStore marketing activities and ensures donors customers and volunteers have an excellent experience when working with the ReStore. Create positive visibility and face of Habitat in the local community, presenting the mission and scope of Habitat for Humanity International and its Affiliates.

## **Responsibilities**

### **Operational**

- Act as the chief administrator responsible for managing all aspects of ReStore operations.
- Drive donations, sales and profits of the ReStore to further the local affiliate mission.
- Demonstrate and train staff in outstanding service to customers, donors, volunteers and others.
- Establish and maintain relationships with potential and existing donors, including individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Ensure ReStore is adequately staffed and operated by Associates with knowledge, skills, abilities and leadership to accomplish assigned tasks.
- Ensure all personnel understand and can effectively communicate the Habitat ReStore, local affiliate and HFH missions to members of the public.
- Ensure the ReStore adheres to government regulations as well as the policies of WCHFH and HFH International.
- Review monthly the condition of exterior and interior physical plant and develop Project Plans for necessary maintenance and improvement.
- Review monthly the condition of vehicles and develop Project Plans for necessary maintenance.
- Establish pricing and inventory policies in conjunction with subordinate management and outside advisors. Review pricing policy monthly to adjust as necessary for changing market conditions.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events. Guide Assistant Manager in these tasks.
- Effectively manage Habitat ReStore assets to ensure safety of employees, volunteers, customers and others, ensuring that licenses and other required information are maintained properly for government bodies and others as appropriate.
- Develop relationships with other area ReStore managers to identify “best practices” and programs that are mutually beneficial.
- Attend and participate in ReStore-related training opportunities.

### **Reporting and Communications**

- Provide reports of designated activities including but not limited to: sales, expenses, outreach activities and other areas of interest to their immediate supervisor, ED, CEO or Board.
- Information, work and safety practices are reinforced with Associates and others who will be in the facility and property.

- Keep ED informed appropriately and timely of operational and financial matters.

### **Public Relations, Marketing and Advertising**

- Participate in developing and implementing a Public Relations Plan to work with local organizations and media to further the mission of Habitat ReStore and local affiliate.
- Participate in developing, rolling out and measuring marketing and advertising programs to increase donations, sales and volunteer participation.

### **Staff & Volunteer Management**

- Hire, train and manage ReStore Associates in accordance with relevant personnel and safety policies and take steps to ensure staff is well versed so that all policies and practices are understood and adhered to.
- Evaluate, recognize and reward staff performance. Work with designated affiliate functions, when required, to address violations of policy including safety, poor job performance or misconduct in a timely and appropriate manner. Properly document incidents, and develop corrective actions. Resolve situations involving volunteers in consultation with the volunteer coordinator and the Executive Director when required.
- Perform annual performance reviews and set goals for staff.
- Work in partnership with affiliate staff to recruit, train and engage volunteers in meaningful ways.
- Guide and assist volunteers in their work, understanding that each is an individual with different capabilities.

### **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 the Executive Director and Finance to develop annual operating budgets and recommend capital expenditures.
- Track sales data to determine categories with high and low volume and adjust procurement strategies to meet customer demand.

### **Required Skills and Experience**

- Bachelor's degree in related field or related professional 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.
- 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 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 75lbs. 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.

## **Competencies**

- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent Leadership skills including: Associate selection, training, coaching and developing.
- Team Building through positive and effective communications and strong interpersonal skills.
- Innovation based on sound business acumen and consideration of a range of risk and reward factors.
- Initiative represented by “a sense of urgency” energy, enthusiasm, attention to detail and follow up.
- Adaptability . . . a quick, sound and positive decision maker in rapidly changing conditions; anticipating, addressing and solving problems.
- A relationship builder for cooperative, mutually beneficial and long-term relationships.
- Personal Presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.

**Employment Status:** Full Time salaried position at 40 hours + per week, including Saturdays.

**Salary:** Competitive pay and benefits package. Compensation is dependent on experience.

**Watauga County Habitat for Humanity is an equal opportunity, affirmative action employer.**