



JOB DESCRIPTION

Title: Restore Manager	Employment Status: Full -Time
Department: ReStore	FLSA Status: Non-Exempt
Reports to: ReStore Committee	Supervises: ReStore employees and volunteers

GENERAL DESCRIPTION:

This position operates with guidance and assistance from the Habitat for Humanity-Clinton County ReStore Committee and is responsible for managing all phases of the ReStore program. The Habitat ReStore mission is to generate revenue through the sale of donated reclaimed building materials, appliances, furniture, home goods and tools to support the activities of Habitat for Humanity-Clinton County. The manager is responsible for the overall operations of the ReStore and its financial growth.

Basic Functions: Overseeing the daily operations of the ReStore from opening to closing, training and leading staff and volunteers to meet all ReStore goals.

Principle Duties:

Management

- Supervising the ReStore staff and volunteers.
- Opening and closing the Store.
- Reconciling the cash register daily.
- Ensuring that all donations are cleaned, priced and on the sales floor in a timely manner.
- Ensure that all slow-moving merchandise is marked down per policy.
- Ensure that the sales floor is safe for customers.
- Ensure that the ReStore is staffed properly at all times.
- Ensure that weekly schedules are posted in a timely manner.
- Conduct volunteer orientations when needed.
- Display merchandise so that it is pleasing to the customer.
- Ensure that volunteers have an engaging experience.
- Ensure that all sales information is recorded correctly.
- Ensure that payroll is done on time and correctly.
- Work with ReStore Committee to ensure the ReStore is controlling expenses.

- Review expense account each month to make necessary changes.
- Ensure all marketing materials are up to date.
- Develop your staff so that they can step in and cover for you if needed.
- Conduct employee meetings at least monthly or when necessary.
- Ensure that the outside grounds of the ReStore are cart and trash free.
- Sign-in/out community service workers, volunteers and homeowners according to procedures.

Finance and Administration

- Ensure compliance with all financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Develop and enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary for changing market conditions.
- Work in conjunction with the ReStore Committee to develop and maintain operation within the annual operating budget and recommend capital expenditures.
- Track sales data to determine categories with high to low volume and adjust procurement strategies to meet customer demand.
- Approve, ensure accurate coding and submit payable invoices on a timely basis to Bookkeeper / Collector.
- Produce monthly profit and loss statement for ReStore Committee members prior to the monthly Board meeting.

Reporting and Communication

- Create written monthly report of sales activities, expenses, volunteer hours, and outreach efforts to the ReStore Committee, providing a snapshot of the current state of the ReStore.
- Create monthly schedules as well as long term planning for volunteer needs.
- Ensure that ReStore Committee Chair is informed on a regular basis of progress and challenges.

Marketing and Community Relations

- Market the ReStore through the media in an appropriate and cost-conscious manner.
- Represent ReStore through personal contacts and public speaking engagements.
- Develop and maintain an ongoing relationship with corporate donors, contractors, and community service organizations for gifts in kind.
- Coordinate the development and expansion of a comprehensive advertising and marketing program for the Habitat ReStore.
- Raise the profile of the Habitat ReStore in our community.

Customer Service

- Ensure all donors have a positive experience donating to the ReStore.
- During business hours ensure the phone is answered within 3 rings.
- Work with staff and volunteer to ensure that all customers are assisted.
- Ensure that the face book page is updated regularly.
- Ensure the cleanliness of the store is up to standards.
- Accurately and efficiently ring up sales on the register according to procedures.
- Maintain orderly appearance of register area and keep supplies stocked.
- Return calls from voicemail messages the next working day.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity-Clinton County.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated administrative, communication, financial and leadership skills.
- Attention to detail and overall quality control.
- Strong interpersonal skills, dealing well with a variety of people, personalities and backgrounds.
- Excellent written and verbal communication and public relations skills.
- Physical ability to perform tasks, including lifting up to 75 pounds with assistance and standing for long periods at a time.

Education and Experience:

- Bachelor's degree in related field preferred or related professional experience.
- Experience in supervising and leading employees and volunteers.
- Experience in a retail environment preferred.
- cursory knowledge in building materials preferred.
- Demonstrated ability in training, managing, leading and developing people.
- Working knowledge in Microsoft Office, including Word, Excel and email.
- 5 years' experience in the field of retail management & customer service.
- 1-3 years staff supervisory experience.
- Personal volunteer experience and commitment to volunteerism in community service.

Other Duties:

- Other duties as assigned.

Physical Requirements:

- Ability to stand for extended periods of time, to move and handle boxes of merchandise and fixtures throughout the store, which entails lifting at least 50 to 75 lbs, with assistance.
- Ability to operate POS system.
- Ability to complete documentation required for sale of merchandise.
- Ability to work varied hours/days, including nights and weekends as needed.

Work Environment and Conditions:

- Most work is performed indoors.
- Requires valid driver's license and must meet company's insurance requirements.
- Some tasks involve working with Board Members, while other tasks are performed independently.
- Long periods of sitting at a computer entering data.