



Position Title: ReStore Manager
Revision Date: August 2023

Reports Directly to: Executive Director
Time Commitment: Full Time 40 Hrs/wk

ICHFH has three major programs, New Construction, Home Preservation and ReStore. Our ReStore helps to build wealth for both folks who shop while all proceeds from ReStore go back into funding for our first two programs.

ICHFH's ReStore Mission

ReStore seeks to put God's love into action in bringing people together to build homes, communities & hope by engaging the general public and business community in both the donation and sales of building material and household items.

ICHFH's ReStore Vision

ReStore supports a world where everyone has a decent place to live in being a reliable source of sustaining financial support to ICHFH by providing affordable building products & gently used household items a new lease on life and saving landfill space.

Flexibility and adaptability are key traits for this position, as its duties and responsibilities are ever changing depending on the caliber of volunteers you have for the day

QUALIFICATIONS:

- High School Diploma or Equivalent
- 4+ years of retail experience
- 4+ years of management experience
- Background check and drug test required
- Ethical leadership skills, demonstrating continually high integrity and accountability
- Demonstrates commitment to Itasca County Habitat for Humanity's mission and able to connect the presence of ReStore with the mission of Habitat.
- Self-starter with the ability to work independently and with staff and volunteers
- Self-motivated, reliable, and enthusiastic about working with customers, volunteers, and donors
- Attention to detail and ability to track and manage progress towards quantitative goals
- Excellent visual merchandising and store layout skills
- Ability to relate to people of different incomes, faiths, and races
- Ability to motivate and provide direction to ReStore staff and volunteers in an efficient manner-Clearly lay out job responsibilities and directives to volunteers
- Physical ability to complete work in the ReStore, warehouse, on deconstruction site and/or during inclement weather- (Ability to lift at least 50#, job entails lifting, bending, kneeling & reaching)
- Basic carpentry knowledge for leading deconstruction projects
- Knowledge of construction and building materials
- Valid driver's license with good driving record
- Ability to pass a DOT physical and obtain DOT medical card
- Ability to maneuver pickup truck with enclosed trailer in confined areas and driveways
- Ability to operate computer based POS system and resolve payment discrepancies during business hours
- Budgeting skills and the ability to think in terms of profitability- ability to track and manage progress towards fiscal goal

- Experience in volunteer management- ability to diffuse challenging situations with tact and good judgement via clear communication skills.
- Experience with Microsoft office products (i.e. Word, Excel, etc.)
- Strong problem solving skills
- Basic building and vehicle maintenance knowledge

RESPONSIBILITIES:

General Administrative Duties

- Maintain and Adjust accordingly the business plan with fiscal goals for each year
- Review and revise as needed ReStore Policies & Procedures (i.e. hours of operation, product line, return, discount, volunteer roles, pricing, etc)
- Maintain up-date as needed, necessary forms for ReStore operations- Volunteer job descriptions etc...
- Attend weekly Habitat staff meetings and be prepared with various financial updates
- Enforce mark-down policy on slow moving inventory
- Track inventory on purchased product
- Collect and sign off on timecards for paid staff and temp agency personnel
- Responsible for month-end reports, tracking and evaluation- code sales via category, number of shoppers through the doors, sales amount per month, profit/loss spreadsheet, budget spreadsheet, deconstruct asset spreadsheet.
- Update monthly volunteer/employee schedule on outlook calendar and pickup schedule on bulletin board
- Provide direction and supervision to volunteers and staff **via morning meeting**
- Assist customers, staff and volunteers with daily sales as needed
- Inspect store daily to ensure safety and accessibility for customers
- Ensure ReStore is opened & closed on schedule and accurately; closing out cash sales and reconciliation
- The bank deposits are to be made at the end of each business day with receipts given to Habitat Admin
- Manage and work all areas of operation including but not limited to: answering phones, intake, pricing, testing, check-out, etc.
- Recruit Volunteers and schedule ReStore volunteers & Partner Families
- Actively pursue donated and surplus building materials including pick-up and cherry picking
- Works with related industries to promote the service that the ReStore provides to the community.
- Provide the necessary training to ReStore volunteers and staff including ReStore Orientation and Intro to Habitat for Humanity. Set performance goals and monitor performance results.
- Address and resolve all customer complaints
- Organize and lead ReStore Committee meetings
- Participate in Finance Committee meetings and other meetings involving store budget and operations
- Provide necessary reports and updates to ReStore Committee and ED as requested
- Work with ED to create marketing material
- Schedule and post Facebook and other social media content (at least twice per week)
- Engage customer interactions and answer questions through social media platforms
- Log donation receipts into tracking database including all donor contact info

Financial management

- Develops an annual budget with ED. Know your marketing budget and allocate monthly advertising costs accordingly
- Works to ensure steady and sustainable growth in all areas of the ReStore
- Regularly reviews financial transactions in the ReStore
- Work with staff and volunteers to ensure that budget projections are met-Motivate accordingly
- Record financial anomalies when they occur (IE: Closures for snow days, large purchase items such as vehicles & boats)
- Research grant opportunities and pursue them when appropriate

Other Duties as assigned may be...

- Works to develop positive relationships with related governmental agencies and works with those agencies to promote partnerships and possible grant dollars.
- Pursue public speaking opportunities as a means of informing the public about the services offered, generating donations, volunteers and shoppers
- Maintain and ensure safety policies are adhered to
- All other duties as assigned by the ED
- Attends Habitat fundraisers and functions with other Habitat staff

MEASURES OF SUCCESS:

- To be determined by the ED, including but not limited to: sales per square foot, net margin

Ongoing Critical Performance Outcomes: *Meeting goals set forth in annual financial plan, Managing and motivating employees for best utilization of skills in fulfilling objectives, Managing pricing and inventory for selection and turnover, Developing and building strong volunteer support, Meeting donor and customer expectations, Maintain safety, security and condition of store properties, Developing and implementing appropriate digital and physical store management systems.*

In accordance with the Americans with Disabilities Act, this position:

- Requires the physical ability to sit, walk and or stand for prolonged periods of time. This individual must also have the use of all senses, to include, but not limited to sight, hearing and smell while possessing the ability to stand, stoop, bend, grasp and/or hold to complete warehouse, storage, store floor and intake area work. The normal work place will be out of the Habitat office and in the ReStore, truck, and de-construction sites. While the ICHFH ReStore will be smoke, drug-free and temperature controlled environment, some work may be in non-temperature controlled conditions, possibly outdoors.
- The position requires persons who are able to safely lift at least 50-100 lbs on a regular and frequent basis.

Itasca County Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, marital status, national origin or disability.