



Habitat for Humanity of Gaston County Job Description

Job Title: ReStore Manager

Reports To: Executive Director

FLSA Status: Exempt

Effective Date: March 2019

Job Summary:

Manage the overall operations and performance of the Habitat for Humanity of Gaston County ReStore including maximizing revenue, minimizing expenses, and procuring inventory. Provide leadership and motivation to accomplish hiring, managing and developing team members who report to the ReStore Manager. Execute the organization's annual ReStore Revenue Plan by performing the following:

Essential Duties and Responsibilities

ReStore Manager:

- Maintain balanced budget and strive to exceed gross revenue goals
- Provide leadership and coaching to employees, along with maintaining open communication, while resolving concerns or issues
- Manage all functions of ReStore to include: opening and closing duties, daily business reconciliations, schedules and truck deliveries to maintain effective workflow and provide excellent customer service, and provide support and back-up to staff as needed
- Execute ReStore policies and procedures
- Actively solicit ReStore donations from surrounding community partners, local businesses, retailers, churches, institutions, etc.
- Ensure well-being and safety of team members, homeowners, volunteers, and customers
- Provide the Executive Director with weekly and monthly reports on ReStore results
- Work with Program Manager to schedule homeowners and volunteers for ReStore
- Coordinate volunteer training as well as appropriate staff training
- Oversee pricing and inventory policies on a regular basis and adjust for changing markets
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and homeowner sweat equity schedules, along with appropriate documentation
- Monitor condition of the ReStore for needed maintenance and improvement
- Work with Executive Director for ReStore marketing efforts
- Oversee merchandising to best utilize available display space
- Oversee inventory control to ensure appropriate turnover of aging stock
- Track data to determine customer items in demand
- Conduct product research to properly price items
- Maintain friendly and courteous environment within ReStore

Other duties and special projects as assigned.



Knowledge/Skills Required

- Knowledgeable of and commitment to the mission of Habitat for Humanity of Gaston County
- Out-going personality, easily able to meet and have conversations with new people of diverse backgrounds and positions of authority
- Ability to use multi-line phone system, cash register/POS system, and general office equipment
- Computer knowledge that includes Microsoft Office Suite
- Ability to learn new computer programs as needed
- Friendly, self-motivated, enthusiastic, and reliable
- Ability to handle and defuse challenging situations with tact
- Excellent communicator with conflict resolution skills
- Able to speak and talk about the Habitat for Humanity of Gaston County Ministry
- Ability to provide leadership and direction to staff and volunteers
- Ability to perform most ReStore tasks in the absence of volunteers
- Commitment to a safe, secure, attractive, and friendly work environment
- Effective interpersonal skills within a diverse environment and good listening skills with the ability to empathize with others

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

Associate's or bachelor's degree preferred and at least five years related experience or equivalent combination of education and experience. Experience in a non-profit organization is desirable.

Physical Demands

- Able to lift to 40 lbs.
- Ability to maneuver within the store and warehouse areas

Employment Conditional Upon the Following

Criminal background check to include:

NC statewide criminal, nationwide record indicator, national sex offender registry and social security alert

Pre-employment drug screen.

To apply: Please submit cover letter and resume to info@habitatgaston.org