

TITLE: Habitat ReStore Assistant Manager

REPORTS TO: Habitat ReStore Manager

POSITION SUMMARY: This position is responsible for assisting the manager in the day-to-day operations of the Habitat for Humanity of Eastern Connecticut ReStore Outlet. The position assists the manager in achieving operational, financial, administrative, volunteer and customer goals.

Primary Duties and Responsibilities:

- Assist with opening and closing of the ReStore for scheduled daily hours.
- Assist with general oversight of store operations and volunteer management in coordination with store manager.
- Assist with Daily sales/cash register reconciliation and deposits as needed.
- Manage the store in the absence of the Manager.
- Manage/oversee Donation Pick up Process and Scheduling for Waterford and Plainfield store locations. Manage donor requests and produce daily and weekly truck schedules for pickups and deliveries and coordinate driver/helper schedules.
 - Utilizing Donation Scheduling system, ensure all donation pickup requests are recorded, screened and scheduled for pickup in a timely manner.
 - Ensure daily dispatch log is created for driver teams and receiving
 - Ensure sufficient staffing for scheduled pickups
 - Ensure all donation pickup staff are trained
- Develop and manage volunteer recruitment, training and retention program:
 - Utilizing Volunteer Up, a volunteer scheduling system, ensure key positions are staffed for daily operations.
 - Developing and updating training program for new volunteers; personally training new volunteers or assigning a volunteer staff member to train the new volunteers. Schedule volunteer orientations weekly, or more often if needed.
 - Develop, Oversee and coordinate the activities of the ReStore Volunteer Committee.
 - Ensure compliance with affiliate volunteer relations policies and practices, including utilizing VolunteerUP for volunteer scheduling, waiver compliance, and foundations training.
 - Maintain the Volunteer Manual and job descriptions and assignments under the direction of the ReStore Manager.
- Oversee and Assist receiving staff as required to maintain orderly flow of items in store and outside yard. Includes assisting with pricing, organizing, cleaning and display of merchandise.
- Assist in marketing and outreach, to raise awareness of the store and volunteer recruitment.
- Achieve excellent customer, donor and volunteer ratings.
- Other duties as assigned.

Skills & Qualifications

- Computer knowledgeable and proficient; including Microsoft Word & Excel (PowerPoint a plus). Must have willingness to learn other programs as needed.
- Social Media knowledge a plus.
- Self-motivated, reliable and enthusiastic. Enjoy working with people from diverse backgrounds.
- Ability to handle and defuse challenging situations with tact. Excellent communication and conflict resolution skills.
- Commitment to safe working environment.
- Ability to provide leadership and supervision to staff and volunteers while also having the ability to perform most tasks in the absence of staff or volunteers.
- Ability to operate office equipment including copiers, fax machines, etc.
- Ability to operate material handling equipment including power fork lift, merchandising carts, etc...
- Ability to lift 75 pounds. Job could entail occasional bending, kneeling and reaching, often in awkward and tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.

- Minimum three years work experience, preferably two years in a related role.
- Prior experience in construction and/or volunteer management a plus.
- Ability to work in a team environment, strong interpersonal skills, detail oriented and can work in a faced paced environment.
- Must have strong organizational and critical thinking skills. Ability to organize a varied inventory into attractive displays.
- Efficient time manager.
- Bachelor of Science or Business Degree is desired, relevant work experience will be considered.

Critical Performance Outcomes

- Ensuring that the store operation is staffed appropriately with volunteers for optimal customer service needs.
- Ensuring the accuracy of daily register reconciliation with volunteers.
- Maintaining an effective and well-trained base of volunteers.
- Efficient and timely response to request for donation pickup and delivery system.
- Fulfillment of responsibilities described above.

Full Time Position, Up to \$28,000 DOE

Must be able to work weekends and weekdays

Must have a valid driver's license, a safe driving record and reliable transportation

Benefits, Vacation and Holiday Pay,

EOE