

**TITLE: Habitat for Humanity of Eastern Connecticut
Waterford ReStore Manager, Full Time**

REPORTS TO: Affiliate Executive Director/Chief Executive Officer
DIRECT REPORTS: ReStore staff
INDIRECT REPORTING: Volunteers, Vendor Personnel
TEAMWORK: Resource Development Manager, Director of Programs, Director of Business Administration, Construction Team, Plainfield ReStore Management

MISSION: Generate revenue, meet budgets and maintain profitability objectives in support of **Habitat for Humanity of Eastern Connecticut** operations through the acquisition, management, marketing and sales of ReStore products. Create positive visibility and face of Habitat for Humanity in the local community, presenting the mission and scope of Habitat for Humanity of Eastern Connecticut.

Primary Role: The Restore Manager is responsible for day to day operations of the Restore located in Waterford CT. The Restore is a retail business that sells donated building materials, furniture and appliances at discount prices to generate revenue to support Habitat for Humanity of Eastern Connecticut in its mission to build homes, communities and hope. The ReStore Manager is responsible for the overall business performance of the ReStore with priority responsibilities on the acquisition, marketing and sale of quality donated building materials of a volume necessary to achieve sales targets; the planning and execution of an effective and efficient pickup process for both store locations, and receiving process; and HR duties such as hiring, training, supervision of volunteers and staff.

Responsibilities

Operational:

- Promote donations, drive sales and profits of the ReStore to provide sustainable funding to support the mission of Habitat for Humanity of Eastern Connecticut.
- Implement strategies to achieve the goals and objectives identified in the Restore Business Plan.
- Work with affiliate staff to develop marketing and advertising programs to build store's visibility in the community.
- Establish and maintain relationships with potential and existing donors, including contractors, suppliers, individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Establish, implement and review policies and procedures for the safe, secure and high quality performance of all aspects of ReStore activities.
- Oversee the effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events.

- Ensure that all areas of the store and grounds, rest rooms, break room and receiving are clean and safe.
- Develop relationships with other area ReStore managers to identify “best practices” and programs that are mutually beneficial.
- Hire and train ReStore staff; establish annual performance goals for each and monitor performance results, formally reporting results at least annually.
- Oversee the donation pickup scheduling system for both ReStore locations and ensure effective utilization, ensuring donor calls are returned timely, and pickups are scheduled timely. Ensure driving staff is fully utilized in the pickup process, and work to maintain a standard of performance that reduces the amount of lost donations due to timeframes. Run weekly reports and be prepared to discuss performance with ED. Engage volunteers to assist, teach assistant manager direct responsibility for system.
- 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.
- Maintain restore policies, and ensure compliance by all staff (paid or unpaid).

Public Relations, Marketing and Advertising:

- Participate with Habitat for Humanity Team members in developing and implementing a Public Relations Plan to work with local organizations and media to further the goals of Habitat ReStore and the mission of Habitat for Humanity of Eastern Connecticut.
- Participate with Habitat for Humanity Team members in developing, rolling out and measuring marketing and advertising programs to increase donations, sales and volunteer participation.
- Develop and present proposals to the Executive Director for direct approval or support for presentation to the Board.

Staff & Volunteer Management:

- 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.
- Train new volunteers and staff to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely basis.
- Provide direction and supervision for Restore volunteers and staff (operations, office/clerical, donation pickup drivers and counter sales assistant) including institution community work crew when available and community service volunteers.
- Evaluate, recognize and reward staff/volunteer performance, in keeping with affiliate policy. 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.

- Ensure volunteer management complies with affiliate policies and fully utilizes volunteer up scheduling and volunteer foundations training.
- Create a culture that is professional, welcomes and encourages all volunteers, demonstrates an understanding of what motivates volunteers and improves volunteer retention.
- Works collaboratively and when necessary in coordination with other affiliate staff and volunteers especially related to Restore Resource Development Committee.

Finance and Administration:

- Ensure compliance with all financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Complete the daily sales and department sales spreadsheets and use to compare current performance to same time prior years.
- Use sales data to review categories with high to low volume and adjust procurement strategies to meet customer demand.
- Enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary for changing market conditions.
- Work in conjunction with the ED and director of business administration to develop and maintain operations within the annual operating budget and recommend capital expenditures.
- Approve, ensure accurate coding and submit payable invoices on a timely basis to director of business administration.

Reporting and Communications:

- Create written monthly report due the 2nd Friday of every month for the month prior, of sales activities, expenses, volunteer hours, donation pickup statistics, and outreach efforts to provide a snapshot of the current state of the ReStore.
- Work closely with the volunteer coordinator, to coordinate weekly and monthly schedules as well as long term planning for volunteer needs.
- Coordinate with Development Manager and Construction Director on inkind donation requests from area contractors, suppliers and businesses.
- Ensure that ED is informed on a regular basis of progress and challenges.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity of Eastern Connecticut.
- 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.
- Must be highly organized and capable of working in an ever changing environment.
- Excellent written and verbal communication and public relations skills.

- The ability and willingness to call on existing and potential donors to increase merchandise in the store.
- Ability to safely lift and position up to 75 pounds. 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.

Education and Experience:

- Bachelor of Science or Business Degree is desired, relevant work experience will be considered
- A minimum of 3 years responsible leadership, directing successful teams and accountable for meeting objectives.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Demonstrated ability in training, managing, leading and developing individuals in a consistent, positive and safety conscious manner.
- Experience in a retail environment preferred.
- cursory knowledge in building materials preferred.
- Working knowledge of Microsoft office, including spreadsheets, word processing, presentations and email.
- Ability to learn and effectively utilize new technology.
- Background check is required.

Competencies

- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent Leadership skills including: volunteer 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.
- Must enjoy working with people in a fast paced environment
- Seek order but thrive in chaos
- Must love to sell and is a relentless promoter

Full Time position with benefits

This is a smoke free workplace

Must be able to work weekends and weekdays

Must have reliable transportation

EOE