



POSITION DESCRIPTION

Title: ReStore Receiving Manager	Employment Status: Full-time
Department: ReStore	FLSA Status: Exempt
Reports to: Chief Operations Officer	Supervises: Retail Receiving Associates, Drivers, Volunteers

MISSION:

Seeking to put God’s love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities and hope.

GENERAL DESCRIPTION:

The ReStore Receiving Manager (RM) plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore. With direction from the Chief Operations Officer, the RM is responsible for any function that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance all store receiving and donation operations. Working ethically and modeling Pikes Peak Habitat for Humanity’s (PPHFH) Core Values, the RM must develop strategies and objectives, and lead team of Retail Receiving Associates (RRAs), Drivers and volunteers to execute these strategies and objectives. A ReStore Receiving Manager must have a comprehensive knowledge of ReStore organization including the thrift home improvement retail stores and other ReStore Support teams that support the ReStore mission and overall store success. The RM must be capable of motivating him/herself and others including but not limited to: RRAs, Drivers, Department Supervisors, volunteers and ReStore Support team members, to work as a team to positively and collaboratively accomplish team, ReStore and organization goals and objectives.

CORE RESPONSIBILITIES:

ReStore Operations

- In the absence of the Chief Operations Officer and/or with direction, help fulfill any necessary administrative or operational receiving and donations functions for the store, collaborating with the other ReStore managers.
- Effectively and timely manage all processes of receiving donations from donors and drivers. This includes making sure the Receiving area and south lot are accessible, safe, and well-organized as customer/donor/volunteer-friendly.
- Schedule pick-ups of recycling containers in a timely and efficient manner so containers are not overflowing and causing safety concerns or impeding effective processing.
- Manage team of drivers to ensure that donors have a greatly positive experience while PPFH receives viable inventory that helps fund the mission.
- Ensure proper handling of all cash deposits, check and credit card transactions and implement store close/reconciliation and banking procedures at the end of the posted work hours.
- Lead customer service interactions to ensure that customers are promptly acknowledged, their concerns are addressed quickly and whenever possible, and the customer’s project needs are met.

- Coordinate appropriate scheduling and training of ReStore receiving and donations volunteers and the appropriate recognition of the volunteers with the Volunteer Coordinator and the Chief Operations Officer.
- Familiarize him/herself with the PPHFH ReStore Operations Manual and following written SOPs. In addition, the RM is responsible for ensuring consistent compliance with receiving and donations SOPs by and/or relating to all employees and volunteers
- Be able to prepare and understand forecasting, sales reports, dashboards and other metrics as required by the Chief Operations Officer (COO) and ReStore Committee
- Actively seek out and participate in approved leadership development training opportunities that will help the RM be successful in the role as well as demonstrate the core mission and organization principles on an annual basis at a minimum.
- In coordination with the Department Supervisors, manage policy development and deployment in the areas of customer service, donor relations, ReStore operations, employee relations, safety, merchandising, donation acquisition and volunteer management.
- Organize store and south lot in a fashion consistent with large volume stores to increase efficiency and sales.

Staff Support

- Work with Chief Operations Officer (COO) and Human Resources (HR) to recruit and hire and retain qualified candidates to maintain established staffing levels with focus being not only on present but future skills/needs and the core mission and organization principles.
- Observe, evaluate, coach, train and develop ReStore Receiving Associates (RSAs) and Drivers. Effectively communicate PPHFH Mission and Core Values and store objectives and performance expectations to RSAs.
- Provide ongoing, actionable feedback to RSAs and communicate related successes or concerns to the COO and HR when appropriate.
- Complete all formal and informal performance reviews of RRAs in well-written approved format in coordination with the COO.
- Accountable for consistent and timely production and analyses of documented and supported monthly metrics regarding: productivity, retention and benchmark strengths and being able to identify and explain trends and solutions to the metrics.

KNOWLEDGE, SKILLS, ABILITIES:

- Excellent customer relations and management skills with volunteers, donors and all staff.
- Ability to provide direction in a positive and affirming manner.
- Self-motivated and able to work independently and as a team member.
- Ability to work with, supervise, and positively motivate employees and volunteers with a wide range of skills and abilities.
- Superior time-management and organizational skills.
- Strong written and oral communication skills.
- Ability to adapt to a dynamic environment with unexpected changes to priorities.
- Good working knowledge of labor relations, policies and guidelines and willingness to stay up-to-date.
- Ability to use and understand computers systems and software including Microsoft Word and Excel.

EDUCATION, EXPERIENCE:

- College degree or equivalent experience strongly preferred with a minimum of High School Diploma/GED; 5+ years retail experience and/or customer facing equivalent.
- Strongly preferred to have knowledge and experience that includes: retail sales, marketing, thrift, merchandising, volunteer and staff management, and nonprofit experience.
- Strong computer proficiency required with preference for experience with MS Office Suite.

- 5 years of experience working in a ReStore, 3 of which in management.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to adequately traverse a retail store; lifting /carrying minimum of 50 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required.
- Ability to drive a box truck and forklift vehicle.
- Willingness to work weekends, some evenings, overtime as required and holidays.

WORK ENVIRONMENT AND CONDITIONS:

- Majority of day working in a retail store environment.
- Some time spent at a desk in an office with no windows.
- A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Valid driver's license and ability to be insured under the company's insurance policy is a prerequisite.

WORK GOALS:

- Establish south lot layout to increase efficiency, sales, and overall appearance of sales area.
- Work with drivers to create a better flow of donation drop-offs and to establish procedures for drivers to ensure a great donor interaction.
- Demonstrate and share the Mission and Vision of PPHFH with other staff, volunteers, and customers.
- Create sustainable way to recycle materials effectively and efficiently.