



## POSITION DESCRIPTION

<b>Title: ReStore Assistant Manager</b>	<b>Employment Status: At-Will</b>
<b>Department: ReStore</b>	<b>FLSA Status: Full-Time; Exempt</b>
<b>Reports to: ReStore Operations Manager</b>	<b>Supervises: Donation Ambassadors, Ambassador Helpers, and Dispatcher.</b>

### 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 Assistant Manager (RAM) plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore. With direction from the ReStore Operations Manager (ROM), the RAM is responsible for any function that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance the mission of the ReStore. Working ethically and modeling Pikes Peak Habitat for Humanity (PPHFH) Core Values. The RAM must implement strategies and objectives that lead the team of ReStore Associates, and volunteers to execute these strategies and objectives. A RAM 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 RAM must be capable of motivating him/herself and others to work as a team to accomplish goals and objectives.

### CORE RESPONSIBILITIES:

- Manage team of ReStore Associates and volunteers to ensure that donors and customer have a great experience while donating or shopping at our ReStore.
- Assist with donor interactions to ensure that donors are acknowledged, their concerns are addressed quickly, and that their overall interaction is positive.
- Assist in managing donor metrics reportable to the ROM, CRO and ReStore Committee.
- Understand forecasting, sales reports, dashboards and other metrics as required by the ROM, CRO and ReStore Committee.
- Actively seek out and participate in approved leadership development training opportunities as well as networking with other ReStore Donor Relations Managers to expand knowledge base.
- In coordination with the Operations Manager, manage policy development and deployment in the areas of customer service, donor relations, ReStore operations, employee relations, safety, merchandising, donation acquisition and volunteer management.
- Assist in organization of ReStores consistent with large volume stores to increase efficiency and sales.
- Familiarize him/herself with the PPFH ReStore Operations Manual and following written SOPs. In addition, the RAM is responsible for ensuring consistent compliance with SOPs by and/or relating to all employees and volunteers.
- In the absence of the Operation Manager and/or with direction, help fulfill any necessary administrative or operational function for the store.
- Assist with proper handling of all cash deposits, check and credit card transactions and implement at store close/reconciliation and banking procedures.

**STAFF SUPPORT:**

- Work with Operations Manager and HR to recruit and hire qualified candidates to maintain established staffing levels with focus being not only on present but future skills/needs.
- Observe, evaluate, coach, train and develop ReStore Associates and volunteers. Effectively communicate PPHFH Mission and Core Values and store objectives and performance expectations.
- Provide ongoing, actionable feedback to ReStore Associates, volunteers, and Operations Manager when appropriate.
- Complete all formal and informal performance reviews of ReStore Associates in coordination with the ROM.
- Accountable for monthly metrics regarding, productivity, retention and bench strength.

**KNOWLEDGE, SKILLS, ABILITIES:**

- Excellent donor and customer relations and management skills.
- Ability to provide direction in a positive and affirming manner.
- Self-motivated and able to work independently.
- 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.
- Able to adapt to a dynamic environment with unexpected changes to priorities.
- Good working knowledge of labor relations polices and guidelines.
- Ability to use and understand computers systems and software including Microsoft Word & Excel.

**EDUCATION, EXPERIENCE:**

- College degree or equivalent experience strongly preferred with a minimum of High School Diploma/GED; 3+ years retail experience and/or customer facing equivalent.
- Strongly preferred to have knowledge and experience in retail sales, marketing, thrift, merchandising, volunteer and staff management, and nonprofit experience.
- Strong computer proficiency required with preference for experience with MS Office Suite.
- Experience working in a ReStore.

**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 partner relationships with donors to increase quantity and quality product donations for sale in PPHFH ReStores.
- Work with donation ambassadors 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, & customers.

- Create sustainable way to recycle materials effectively and efficiently.

#### **JOB STATUS:**

1) FLSA Classification: This position is exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay.

2) Full- or Part-Time: This position is **full-time** in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week. The ReStore is open Monday – Saturday 10am-6pm. Most staff will be required to work Saturdays.

#### **EQUAL EMPLOYMENT OPPORTUNITY:**

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

#### **COMPENSATION AND BENEFITS:**

- The hiring range for this position is projected to be \$37,652 to 45,000, depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
  - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays.

#### **APPLICATION TIMELINE & INSTRUCTIONS:**

- Position will remain open until filled
- Apply on our website at [pikespeakhabitat.org/employment](https://pikespeakhabitat.org/employment)
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description
- **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**