



## POSITION DESCRIPTION

<b>Title: ReStore Operations Manager</b>	<b>Employment Status: At-Will</b>
<b>Department: ReStore</b>	<b>FLSA Status: Full-Time; Exempt</b>
<b>Reports to: Chief Operations Officer</b>	<b>Supervises: Receiving &amp; Sales Managers, ReStore Associates, Drivers, &amp; Volunteers</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 Operations Manager (ROM) 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 (COO), the ROM is responsible for any function that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance all store operations. Working ethically and modeling Pikes Peak Habitat for Humanity’s (PPHFH) Core Values, the ROM must develop strategies and objectives to lead the Receiving Manager, Sales Manager (RMs), their teams of Retail Receiving Associates (RRAs), Drivers and volunteers to execute these strategies and objectives. A ROM 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 ROM must be capable of motivating him/herself and others including but not limited to: RMs, RRAs, Drivers, volunteers and ReStore Support team members, to work as a team to accomplish goals and objectives.

### CORE RESPONSIBILITIES:

#### ReStore Operations

- Establish policies and procedures for the safe, secure and high-quality performance of all aspects of ReStore activities.
- Recommends selection and hiring of new team members.
- Trains all team members, establishes team and individual annual performance goals and monitors performance results.
- Ensures each team member receives formal performance evaluation annually.
- Establishes, monitors and amends pricing and inventory policies for changing market conditions.
- Oversees the scheduling of all store activities including staff schedules, volunteer schedules, marketing, advertising and other special events.
- Works closely with COO to implement a strategic plan to grow the donor base, customers and volunteers and establish key operational benchmarks.
- Manages the merchandising, pricing, display and markdown process.
- Ensures appropriate and effective use of inventory control systems and markdown process to manage swift turnover of on-hand merchandise.
- Tracks sales data through point-of-sale system to determine customer items in demand.
- Maintains sales records for the ReStore and installs appropriate secure computer systems, policies and procedures to ascertain records correctly kept and donors appropriately tracked.
- Maintains safety and security of retail building and equipment.
- Represents ReStore with various local and community groups.
- Develops relationships with other ReStore managers to identify “best practices” and programs that are mutually beneficial.
- Strong problem-solving skills.

- Oversee proper handling of all cash deposits, check and credit card transactions and implement at store close/reconciliation and banking procedures.
- Lead customer service interactions to ensure that customers are acknowledged, their concerns are addressed quickly and whenever possible, the customer's project needs are met.
- Coordinate with of Volunteer Coordinator and the RMs to ensure appropriate scheduling and training of ReStore volunteers and recognition of volunteers.
- Familiarize him/herself with the Pikes Peak Habitat for Humanity ReStore Operations Manual and following written SOPs. In addition, the ROM is responsible for ensuring consistent compliance with SOPs by and/or relating to all employees and volunteers.
- 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
- 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.

### **Staff Support**

- Work with COO 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 Managers, ReStore Receiving Associates (RSAs) and Drivers. Effectively communicate Pikes Peak Habitat for Humanity Mission and Core Values and store objectives and performance expectations to RMs and RSAs.
- Provide ongoing, actionable feedback to RMs and communicate related successes or concerns to COO when appropriate.
- Complete all formal and informal performance reviews of RMs in coordination with the COO.
- Communicate successfully with stakeholders, including staff, volunteers, donors and Board members.
- Manage staff and volunteers in a manner that fosters a healthy collaborative and appreciative culture to ensure that everyone's role on the team is valued and recognized.
- Promotes and supports an open and transparent organizational culture that appreciates and respects the dignity of all.
- Develop and amend job descriptions as needed for all ReStore staff positions.
- Ensure professional development is provided to all staff and volunteers that supports their role's success.

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Excellent 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.
- 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; 5+ years retail experience and/or customer facing equivalent.
- Strongly preferred to have knowledge and experience include 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 store 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, & customers.
- Create sustainable way to recycle materials effectively and efficiently.

**ACCOUNTABILITY:**

- The applicant/team member shall be:
  - In agreement with the job description
  - In agreement with the policies and guidelines of Pikes Peak Habitat for Humanity

**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 \$40,700 to \$61,000, depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
  - Medical/Life Insurance/Dental/Vision/401(k) 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](http://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**