



POSITION DESCRIPTION

<i>Title:</i> ReStore Assistant Manager	<i>Employment Status:</i> At-Will
<i>Department:</i> ReStore	<i>FLSA Status:</i> Full Time, Non-Exempt
<i>Reports to:</i> ReStore Operations Manager	<i>Supervises:</i> Retail Associates, 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 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 Operations Manager, the RAM 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 RAM must develop strategies and objectives and lead the team of Retail Associates (RAs), Drivers and Volunteers to effectively, safely, and punctually execute these strategies and objectives. The RAM must be capable of effectively motivating themselves and others including but not limited to RAs, Drivers, Department Supervisors, Volunteers, and ReStore Support team members, to work productively and positively as a team, and to accomplish organization’s established goals and objectives.

CORE RESPONSIBILITIES:

ReStore Operations

- In the absence of the ReStore Operations Manager and/or with direction, help fulfill any necessary administrative or operational store functions.
- Manage all processes of receiving donations from donors and ReStore Drivers. This includes making sure the receiving area is accessible, safe, and customer/donor/volunteer friendly.
- Schedule vendors’ pick-ups of recycling containers.
- Assist with proper management and processing all deposits of cash, check, and credit card transactions, and implementing and managing the daily store Point of Sale closing/reconciliation and banking procedures.
- Lead by example through professional and direct customer service interactions to ensure that customers are acknowledged expediently, their concerns are professionally and politely addressed quickly and thoroughly, and whenever possible, the customer’s project needs are met.
- Coordinate with the ReStore Volunteer Coordinator and the Operations Manager to ensure appropriate scheduling, safety, training, and recognition of ReStore volunteers.
- Become familiar with the *Pikes Peak Habitat for Humanity ReStore Operations Manual*. In addition, the RAM is responsible for ensuring consistent compliance with SOPs by and/or relating the SOPs to all employees and volunteers.
- Understand financial forecasting, correctly interpret, and create sales reports, dashboards, and other metrics as required by the ReStore General Manager and ReStore Committee.
- Actively seek out and participate in approved leadership development training opportunities and identify opportunities to implement knowledge gained.

- In coordination with the department supervisors, manage policy development and the appropriate deployment of policy in the areas of customer service, donor relations, ReStore operations, employee relations, safety, merchandising, donation acquisition, and volunteer management.
- Organize store in a fashion consistent with large-volume stores to increase efficiency and sales.

Staff Support

- Work with Operations Manager and HR to recruit, hire, and retain 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 (RAs) and Drivers.
- Effectively communicate Pikes Peak Habitat for Humanity's Mission and Core Values and store objectives and performance expectations to RAs.
- Provide ongoing, actionable, and timely feedback to RAs and communicate related successes or concerns to Operations Manager and Director of ReStores when appropriate.
- Complete all RAs' formal semi-annual and informal performance reviews in coordination with the Operations Manager.
- Accountable for monthly metrics regarding staff productivity, professional development, and retention.

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 well with, supervise, and positively motivate employees and volunteers who have diverse 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 priority changes.
- Good working knowledge of labor relations, policies, and guidelines.
- Ability to use and understand computer systems and software including Microsoft Office.

EDUCATION AND 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.
- 3 years of experience working in a management position preferred.

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 some 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 periodically for hiring and insurance purposes.
- Valid driver's license and ability to be insured under the company's insurance policy is a prerequisite.

WORK GOALS:

- Help 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 and Core Values of Pikes Peak Habitat for Humanity with other staff, volunteers, and customers.
- Create sustainable ways to recycle materials effectively and efficiently.

EQUAL EMPLOYMENT OPPORTUNITY:

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone 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.
- 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.**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture),

ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.