



## POSITION DESCRIPTION

<b>Title: ReStore Assistant Manager</b>	<b>Employment Status: At-Will</b>
<b>Department: ReStore</b>	<b>FLSA Status: Full-Time; Non-Exempt</b>
<b>Reports to: ReStore Operations Manager</b>	<b>Supervises: Retail Associates and 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 Assistant Manager (RAM) supports the daily, weekly, and monthly operations of the ReStore under the direction of the Operations Manager. The RAM leads ReStore Associates and volunteers in executing the daily activities of the store in alignment with Pikes Peak Habitat for Humanity’s core values. The RAM will serve as the main point of contact when the Operations Manager is not available. This role requires strong leadership, teamwork, and motivation to ensure efficient, safe, and productive store operations.

### CORE RESPONSIBILITIES:

#### ReStore Operations

- Greet and assist customers to ensure a welcoming environment and address questions promptly and accurately.
- Lead customer service interactions to ensure timely resolution of concerns and support for customer inquiries.
- Operate cash registers, process payments, and handle all transactions accurately and without discrepancies.
- Oversee proper handling of cash, check, and credit card transactions, including end-of-day and month reconciliation and banking procedures.
- In the absence of the ReStore Operations Manager and/or with direction, help fulfill any necessary administrative or operational store functions.
- Manage donation procurement and receiving area from donors, while creating a safe, accessible, and friendly area.
- Schedules vendor’s pick-ups of recycling containers.
- Coordinate with the Volunteer Team to ensure appropriate scheduling and training of ReStore volunteers and recognition of volunteers.
- Ensure compliance with the ReStore Operations Manager and Standard Operation Procedures for all staff and volunteers.
- Participate in leadership and professional development opportunities
- Other duties as assigned.

**Staff Support**

- Work with the Operations Manager and HR to hire and retain qualified candidates.
- Train and support ReStore staff, when appropriate
- Effectively communicate Pikes Peak Habitat for Humanity's Mission and Core Values and store objectives and performance expectations to staff
- Provide support and feedback to the Operations Manager when appropriate.
- Complete annual performance reviews and for staff under direct supervision in coordination with 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 diversified 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 computers systems and software including Microsoft Office.

**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.
- 3 years of experience working in a management position preferred.
- Habitat for Humanity experience preferred

**PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

- Ability to adequately traverse a retail store; lifting /carrying a minimum of 75 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, LOCATION AND CONDITIONS:**

- This positions works the majority of the scheduled week in a retail store environment. The environment works on the floor and in an office.
- The Operations Manager position is required to work in Colorado Springs, Colorado, USA.
- This position requires passing a Criminal Background Check, Motor Vehicle Report, valid driver's license and ability to be insured on company's insurance policy.

**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 \$20 - \$24, 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. Short term disability is available through the Colorado FAMLI program.

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

##### **NO PHONE CALLS, EMAILS, OR PERSONAL INQUIRIES**

- 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

#### **About Pikes Peak Habitat for Humanity:**

Founded in 1986, PPHFH is a local affiliate of the global, Christian-based nonprofit committed to building homes, communities, and hope. We welcome people of all faiths- or none – to work together to create safe, affordable housing in El Paso County. We are committed to fostering a diverse, inclusive and equitable workplace where all team members feel respected and valued. For more information, visit [pikespeakhabitat.org/about](https://pikespeakhabitat.org/about).