



POSITION DESCRIPTION

Title: ReStore Operations Manager	Employment Status: Full-time
Department: ReStore	FLSA Status: Exempt
Reports to: Director of ReStores	Supervises: All ReStore Staff and 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 Operations Manager (ROM) supports the daily, weekly, and monthly operations of the ReStore, ensuring efficient performance across all functions. Under the direction of the Director of ReStores, the ROM leads staff, volunteers and all operations in alignment with Pikes Peak Habitat for Humanity's (PPHFH) core values. This role will work to develop and maintain strategies to increase ReStore operations and meet all benchmarks. This role requires strong retail and thrift store knowledge, as well as a clear understanding of ReStore operations and the PPFH mission.

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.
- Establish policies and procedures for the safe, secure and high-quality performance of all aspects of ReStore activities.
- Establish and train all staff on policies and procedures, to ensure safe and high-quality operations.
- Manage, establish, monitor, and amend inventory and pricing and markdown structures for changing market conditions and turnover of in-demand inventory.
- Oversees the scheduling of all store activities, including staff schedules and special events.
- Works closely with the Director of ReStores to implement a strategic plan to grow the donor base, customers, revenue, and establish key operational benchmarks.
- Maintains and track sales records for the ReStore using appropriate secure computer systems, policies and procedures to keep updated records and accurate donor information.
- Maintains safety and security of retail building and equipment.
- 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.

- Understand forecasting, sales reports, dashboards, and other metrics as required by the Director of ReStores and ReStore Committee.
- Participate in leadership and professional development opportunities
- Other duties as assigned.

Staff Support

- Work with Director of ReStore and HR to recruit and hire qualified candidates to maintain established staffing levels.
- Observe, evaluate, coach, train and develop ReStore staff.
- Provide ongoing, actionable feedback to staff and communicate related successes or concerns to leadership when appropriate.
- Complete all formal and informal performance reviews
- Communicate successfully with stakeholders, including staff, volunteers, donors and Board members.
- Manage staff and volunteers in a way that fosters a collaborative and appreciative culture- promoting openness, transparency, and mutual respect while ensuring everyone feels valued and recognized.
- Provide professional development for all staff

KNOWLEDGE, SKILLS, ABILITIES:

- Strong problem-solving skills
- Excellent customer relations and management skills.
- Leadership skills with supervision experience and the ability to motivate employees
- Self-motivated and able to work independently.
- 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 policies and guidelines.

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.
- Experience working with Habitat for Humanity or ReStores, preferred.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Ability to adequately traverse a retail store; lifting /carrying 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 and holidays.

WORK ENVIRONMENT, LOCATION AND CONDITIONS:

- This position 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 \$55,000 to \$60,000 depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits: Medical/Life/Dental/Vision/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 FAMLII 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
- 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.