



POSITION DESCRIPTION

Title: ReStore Donations Supervisor	Employment Status: Full-Time
Department: ReStore	FLSA Status: Non-Exempt
Reports to: Director Of ReStores	Supervises: Donations Ambassador Driver, Driver Ambassador Assistant, Donations Coordinator, 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 Donations Supervisor (RDS) supports the growth and success of the ReStore donations by overseeing daily and monthly operations, leading staff and volunteers, and ensuring both the quantity and quality of donated products. Reporting to the Director of ReStores, the RDS develops strategies to increase donations and partnerships, manages logistics of routes and schedules, and manages a team of drivers, driver assistants, coordinators, and volunteers. The RDS must be self-motivated, team-oriented, and knowledgeable about ReStores and thrift home improvement retail. This role requires strong leadership skills, the ability to build and inspire teams, and a commitment to advancing the PPHFH mission through the ReStores.

CORE RESPONSIBILITIES:

- Hire, train, lead, and manage a team of Donations Ambassador Drivers, Ambassador Assistants, and Donations Coordinator in the function of their roles.
- Establish and manage all processes of receiving donations from donors and drivers.
- Provide a positive donor and customer experience to ensure that all interactions are positive and any concerns are addressed.
- Track and manage donations and relationships for the Dir. Of ReStores.
- Provide scheduling and logistic support for donations.
- In coordination with ReStore leadership, manage policy development and deployment in the areas of customer service, donor relations, ReStore operations, employee relations, safety, merchandising, donation acquisition, and volunteer management.
- Create, maintain, and follow all PPHFH ReStore Operations Manuals, Driver SOPS, and any other SOP that may be needed to ensure success.
- Create and manage local corporate relationships for donated products.

OTHER RESPONSIBILITIES:

- Be an active part of the ReStore leadership team and be able to support the general operations of the ReStore, if needed.
- Actively seek out and participate in approved leadership development opportunities.
- Understand forecasting, sales reports, dashboards, and other metrics as required by the Dir. Of ReStores and ReStore Committee.
- Other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

- Donor relations, customer service, and management skills.
- Ability to provide direction and strategy.
- Self-motivated and able to work independently.
- Ability to work with, supervise, and motivate employees and volunteers.



POSITION DESCRIPTION

- Strong time-management and organizational skills
- Strong written and oral communication.
- Adaptable to a dynamic work environment.
- Familiarity with Microsoft 365.

EDUCATION, EXPERIENCE:

- Bachelor's degree preferred, specifically in areas of Retail Management or Business Operations. Relevant experience may be used to substitute for the Bachelor's degree.
- 3+ years of retail experience; thrift store experience is a plus.
- Logistics and scheduling experience required.
- Knowledge and experience in retail sales, marketing, thrift, merchandising, volunteer and staff management, and nonprofit experience are preferred.
- 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 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.

WORK ENVIRONMENT AND CONDITIONS:

- Majority of the 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 are a prerequisite.

COMPENSATION AND BENEFITS:

- Hourly: \$24 - \$26, DOE
- This position may need to work weekends, holidays, and overtime as needed.
- Benefits: Medical, Dental, Vision, Life Insurance, 401(k) with employer match, Accrued Vacation and Sick time, paid holidays, and Short-Term Disability through FAML.

EQUAL EMPLOYMENT OPPORTUNITY:

Pikes Peak Habitat is an equal opportunity employer committed to diversity, equity, and inclusion. We encourage applicants of all backgrounds.

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Pikes Peak Habitat for Humanity and the ReStores have been serving El Paso County since 1986. We bring people together to build homes, communities, and hope. See how we do that by visiting pikespeakhabitat.org/about.