

ReStore Manager

Manage the marketing and sale of used and surplus building materials in order to ensure the generation of funds to support Habitat for Humanity of Frederick County building initiatives in keeping with the mission of the Habitat affiliate. The Manager is responsible for the operation, financial reporting, inventory management, and volunteer coordination of the ReStore. The Manager reports to the Chief Financial Officer. Specific responsibilities include:

Operations

- Hold chief administrative responsibility for the ReStore.
- Run the operation with the recognition that the ReStore is often one's first impression of Habitat for Humanity.
- Oversee the daily sales/cash register reconciliation and deposits.
- Ensure store is adequately staffed with volunteers and employees; schedule pickup and deliveries to optimize use of truck and volunteers.
- Oversee the production of daily and weekly truck schedules for pickups and deliveries and coordinate driver/helper schedules.
- Oversee display and organization of showroom sales areas and properly price and ticket all items for sale.
- Oversee operation of the on-line store.
- Maintain accurate mailing list of donors and customers.
- Provide quality customer service and ensure staff and volunteers handle grievances professionally.
- Ensure proper maintenance of facility, equipment and vehicles.
- Ensure volunteers and staff adhere to policies and procedures as set out in the ReStore Operations Manual, as approved by the Board of Directors.
- Maintain up-to-date filing system and proper record retention.
- Ensure compliance with safety standards and accident procedures.

Staff & Volunteer Management

- Implement and maintain personnel policies approved by the Board of Directors.
- Hire, train and manage ReStore volunteers and staff in accordance with personnel policies; ensure they are well versed about Habitat, our programs and local activities.
- Oversee and maintain daily/weekly task assignments and records.
- In cooperation with Volunteer Coordinator, recruit and recognize ReStore volunteers.
- Oversee the development of a daily and weekly schedule of volunteers with assigned times and areas/tasks. Track volunteer hours monthly by volunteer type.
- Facilitate a positive, team-oriented environment and provide opportunities for all volunteers and staff to achieve their full potential.
- Resolve situations involving volunteers in consultation with the Volunteer Coordinator and the Chief Financial Officer.
- Evaluate staff performance in accordance with job descriptions, and complete performance evaluations.

Reporting and Communications

- Provide weekly report of activities to the Chief Financial Officer.
- Provide monthly sales, expenses, projects and public relations activities including staff, operational and financial matters in monthly report to Board of Directors through the Chief Financial Officer.
- Hold staff meetings on a regular basis.
- Adhere to donor and volunteer recognition program.
- Develop and maintain relationships with other ReStore Managers.

Finance and Administration

- Monitor systems for daily cash transactions and deposits.
- Maintain accurate accounting records of revenues and expenses.
- Approve employee timecards.
- Approve and code payable invoices.
- Monitor monthly expenses and ensure they stay within budget.
- Work in conjunction with the Chief Financial Officer to develop annual operating budget and recommend capital expenditures.

Policy and Planning

- Adhere to policies for sales, salvage, material acquisition and staffing.
- Assist in development of marketing and advertising strategy for ReStore.
- Monitor competitive merchandise market environment (pricing and practices).
- Participate in the development and implementation of short- and long-term strategies, goals and objectives.

Required Skills / Experience / Physical Requirements

- Self-motivated, and ability to motivate others
- Retail and Managerial Experience
- Ability to lead, train and manage volunteers and staff in a positive manner.
- Knowledge of sales, marketing, and construction materials.
- Strong organizational, managerial and people skills.
- Effective written and oral communication skills.
- Basic computer skills, including word processing, spreadsheets and email.
- Ability to adapt to a changing environment and unexpected shifts in priorities.
- Work may require climbing ladders, considerable standing, bending, kneeling and reaching in awkward and tiring positions.

Compensation/Benefits

- Compensation Range: \$45,000 - \$55,000
- Benefits include medical, dental, vision, SIMPLE IRA, and paid time off

INTERNAL INTERACTIONS: All staff, volunteers

EXTERNAL INTERACTIONS: Vendors, Customers, Homeowners, Donors, Board/Committee Members

HOW TO APPLY: Send Resume to michele.fry@frederickhabitat.org