



JOB DESCRIPTION

Title: ReStore Store Manager	Employment Status: Full-time
Department: ReStore/ReStore Support	FLSA Status: Exempt
Reports to: Director of Retail Operations	Supervises: ReStore staff and volunteers

Position Overview:

The Store Manager (SM) is accountable for leading customer centric retail operations to maximize the net benefit to HFHMD and ultimately the families we serve. Store managers must stay ground-engaged by taking an active role in all aspects of the business including day-to-day operations; team leadership; sales and profit drivers; inventory and pricing; P&L expense management; customer service excellence; volunteer supervision and retention. SMs must take ownership of their store and establish a presence by being available on the sales floor and dock areas and conducting regularly scheduled team meetings. SMs are responsible for developing leaders and building bench strength for leadership positions. As a key part of the ReStore Leadership Team (LT), the SM is expected to collaborate with and support other team members to help meet the goals of the HFHMD ReStores. Each Store Manager is expected to act with integrity and in accordance with Habitat Metro Denver policies and ReStore Standard Operating Procedures.

Essential Job Functions and Responsibilities:

- Lead customer service interactions to ensure that customers are acknowledged, concerns are addressed quickly and whenever possible, customer project needs are met; set the standard for outstanding customer, volunteer, and donor interactions
- Observe, evaluate, coach, train and develop direct and indirect reports. Effectively communicate and emulate HFHMD Mission and Core Values; communicate store objectives and performance expectations to all direct reports
- Work with Operations Manager and HR to recruit and hire qualified candidates to maintain established staffing levels
- Responsible for providing ongoing, actionable feedback to direct and indirect reports and clearly communicating successes or concerns to DRO when appropriate
- Ensure proper handling of all cash deposits, check and credit card transactions and implementation of close out/reconciliation and banking procedures
- Establish and ensure adherence to pricing and sales policies and procedures. Actively partner with affiliated ReStores to maintain consistency amongst all locations and drive increased sales per square foot
- Maintain and manage donated inventory and purchased inventory in accordance with sales and expense guidelines
- Coordinate with the Manager of Volunteer Programs and store Operations Managers and Supervisors to ensure appropriate scheduling and training of ReStore volunteers and promotion/recognition of Team Captains. Ensure completion and maintenance of all volunteer paperwork with 100% accuracy of community service paperwork and reporting
- Responsible for familiarizing his/her self with the HFHMD Employee Guidelines, ReStore Operations Manual/SOPs, Safety Policies and all related procedures in order to implement and maintain consistent compliance with all applicable policies and procedures by all direct and in-direct reports
- Coordinate with Marketing Manager to proactively address all instore and social media marketing efforts
- Partner with the DRO and all ReStore Support teams to safeguard the integrity of donated materials to promote the ReStores' reputation/brand and maximize the net benefit to the affiliate. Partner with same cross-functional teams to coordinate deliveries and pickups to maximize efficiencies in scheduling, floor space and manpower

- Actively seek out and participate in approved leadership development training opportunities
- Open and close the ReStore
- Successfully operate and troubleshoot point of sale system

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
- Strong critical thinking and abilities to problem solve
- Ability to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities
- Superior time-management and organizational skills
- Able to travel between stores, affiliates and other locations to support ReStore operations
- Strong written and oral communication skills
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Good working knowledge of labor relations, policies and guidelines
- Ability to use and understand computers systems and software including contemporary inventory management and point of sale systems
- Bilingual (English and Spanish), though not required, is highly preferred

EDUCATION, EXPERIENCE:

- College degree strongly preferred with a minimum of High School Diploma/GED; 5+ years retail experience and/or customer facing equivalent
- Strong budgeting and math skills as it relates to home improvement and/or P&L management
- Strongly preferred to have knowledge and experience include: retail sales, marketing, thrift, merchandising, and volunteer and staff management
- Experience in store level retail
- Strong computer proficiency including experience with MS Office Suite, and contemporary POS and inventory management systems.

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 use large ladders
- Ability to earn certification and drive a forklift vehicle
- Willingness to work weekends, evenings, overtime as required and holidays
- Willingness to be trained to drive box trucks

WORK ENVIRONMENT AND CONDITIONS:

- Majority of day working in a warehouse 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 is a prerequisite

Starting salary range: \$43,252 - \$50,902. Compensation will be commensurate based on experience.

Benefits available include medical, dental and vision, short term disability, accident and critical illness, FSA, HSA, legal services, ID theft, pet insurance options; 401k savings match; Paid Time Off for vacation, sick and holidays; Employer paid Life insurance and Long-term disability.

Please send resume and cover letter to HRRecruiting@habitatmetrodenver.org for consideration.



Habitat for Humanity of Metro Denver is pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. Habitat for Humanity of Metro Denver upholds and abides by all Federal Fair Housing and Lending standards