



JOB DESCRIPTION
www.habitatmetrodenver.org

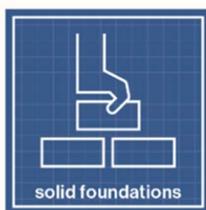
Title: Assistant Store Manager	Employment Status: Full-time
Department: ReStore/ReStore Support	FLSA Status: Exempt
Reports to: Store Manager	Supervises: Retail Sales Associates, Volunteers

THE ORGANIZATION

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network. As an advocate for policies that create and preserve affordable housing, build wealth through homeownership, and stabilize communities experiencing involuntary displacement, Habitat Metro Denver engages the community to be a catalytic force at federal, state and local levels.

Habitat Metro Denver’s **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

GENERAL DESCRIPTION

The ReStore Assistant Store Manager (ASM) plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore. Providing daily feedback, coaching and direction to Retail Sales Associates (RSAs) and volunteers is key to the ASM's success. With direction from the Store Manager, the ASM's role will include any routine function that is required on a daily, weekly, and monthly basis to successfully sustain, and steadily advance, all store operations. No matter their areas of responsibility all ASMs are expected to drive and are responsible for the employee experience, business results and customer engagement and service. Working ethically and modeling Habitat for Humanity of Metro Denver Core Values, the ASM must develop strategies and objectives while leading a team of (RSAs) and volunteers to execute these strategies and objectives.

The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES

ReStore Operations

- Any necessary administrative or operational function necessary at the direction of and/or in the absence of the ReStore Manager
- Partner with the ReStore Manager to drive employee experience, business results and customer engagement and service
- Open and close the ReStore as necessary
- Operate and troubleshoot point of sale; ensure proper handling of all cash deposits, check and credit card transactions and implementation of close out/reconciliation and banking procedures
- Lead customer service interactions to ensure that customers are acknowledged, concerns are addressed quickly and whenever possible, customer project needs are met
- Coordinate with the Manager of Volunteer Programs and the Store Manager to ensure appropriate scheduling and training of ReStore volunteers and promotion/recognition of Core Volunteers
- Responsible for familiarizing oneself with the HFHMD ReStores' Operations Manual and following stated SOPs. Responsible for ensuring consistent compliance with SOPs by and/or relating to all employees and volunteers, including Core Volunteers, metrics as required by the Director of Retail Operations (DRO), HFHMD or HFHI
- Actively seek out and participate in approved leadership development training opportunities
- Manage policy deployment in the areas of customer service, ReStore operations, employee relations, quality assurance, safety, merchandising, donation acquisitions and volunteer management

Staff Support

- Work with Store Manager and HR to recruit and hire qualified candidates to maintain established staffing levels
- Observe, evaluate, coach, train and develop Retail Sales Associates (RSAs). Effectively communicate HFHMD Mission, values, and store objectives and performance expectations to RSAs
- Responsible for providing ongoing, actionable feedback, coaching and recognition to RSAs and communicating related successes or concerns to Store Manager and DRO when appropriate

- Document coaching, feedback, and recognition of RSAs
- Responsible for completing all formal and informal performance reviews of RSAs in coordination with the Store Manager
- Accountable for team metrics regarding safety, productivity, retention, and bench strength

KNOWLEDGE, SKILLS, ABILITIES

- A strong belief in Habitat's mission and a desire to engage others in the organization's work
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds is preferred
- Excellent customer relations and management skills
- Self-motivated and able to work independently
- Ability to provide direction in a positive and affirming manner
- Able to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities
- Superior time-management and organizational skills
- Strong written and oral communication skills
- Continuous learner who strives to grow in place or develop to the next level
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Good working knowledge of employee relations, policies and guidelines
- Ability to use and understand contemporary computers systems
- Bilingual English - Spanish though not required, is highly preferred

EXPERIENCE

- 5+ years retail experience and/or customer facing equivalent
- Strongly preferred to have knowledge and experience include: retail sales, marketing, thrift, merchandising, and volunteer and staff management
- Strong computer proficiency including experience with MS Office Suite, and contemporary point of sale and inventory system

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Able to adequately traverse a retail store; lifting /carrying minimum of 50 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required
- Able to use large ladders
- Able to drive a forklift vehicle
- Ability to travel to and from meetings or other Habitat locations at times when public transportation is unavailable
- Willingness to work weekends, some evenings, overtime as required and holidays
- **Proof of COVID-19 vaccination required for employment**

WORK ENVIRONMENT AND CONDITIONS

- Majority of 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 is a prerequisite

Salary range: \$48,600 - \$65,100. Compensation commensurate with applicable experience and education.

Benefits available include medical, dental and vision insurance options; 401k savings match; paid Life Insurance and AD&D policy; Short and Long-Term Disability Insurance; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.