

JOB DESCRIPTION

Position: Director of Retail Operations	Department: ReStores
Reports to: Chief Operating Officer	Employment/FLSA Status: Full-Time, Exempt
Salary Range: \$58,600 – \$73,500 – \$88,400/year	Benefits Available Include: Medical coverage, 401k match, PTO for vacation, sick and holidays, Dental and Vision options, and more

Position Overview:

The Director of Retail Operations will provide strategic and operational management with direct oversight of all ReStore retail operations. Responsible for providing leadership in driving revenue and financial results, supporting development of store management, standardizing and implementing retail operational and loss prevention processes across the enterprise. Expected to collaborate with and support other team members to help meet the goals and Mission of the ReStores and affiliate as a whole. Work in partnership with Director of Procurement Operations to ensure business strategies maximize the retail net profit by driving sales across all ReStores

Responsible for achieving profitability in their stores by coaching and developing associates to drive sales through providing great customer service, resolving people issues, utilizing financial and store reports to identify operational opportunities, monitoring market trends and competition and executing effective game plans to consistently improve in all of these areas. Communicate the ReStore strategy and ensure its execution through strategic planning and timely follow-up.

Stay ground-engaged by taking an active role in all aspects of the business including sales and profit drivers, operational excellence and the people-side of the business. Establish a presence in their stores by conducting regular store walks, meetings and staff meetings with ReStore Management and employees. Responsible for developing leaders and building a deep talent bench for all store leadership positions. Lead by example as a champion of people while delivering consistent results in sales, service and profitability through operational excellence.

Essential Job Functions and Responsibilities: Include but are not limited to the following:

• Financial Management

- Develop and implement multi-year strategic plan; targeting annual growth to meet organization long-term financial projections. Develop and implement measures to monitor progress towards goals and objectives regularly
- Develop and monitor store budgets and analyze financial reports to ensure attainment of financial goals including increasing Net Profit year on year
- Reduce store expenses, by preparing RFP's, identifying and standardizing the use of low cost vendors
- Enhance operational efficiencies
- Maximize and standardize pricing, as well as acceptable donations across the market
- Apply Loss Prevention strategies to mitigate against loss
- Communicate ReStore operations and financial information to HFHMD's Finance and Audit Committee; attend FAC meetings

- **Increase efficiency, consistency and standardization throughout store network**
 - Implement, support and maintain a consistent safety culture throughout the ReStores to include programming that identifies and mitigates against risk and training that ensures compliance
 - Update, standardize and maintain job descriptions, policies and procedures; collaborating with HR Manager
 - Oversee ReStore technologies and POS in coordination with corporate IT department
 - Coordinate division of large donations in coordination with the Director of Procurement Operations
 - Drive accountability throughout the organization ensuring goals are met on a consistent and timely basis by emphasizing responsibility and communicating expectations; making certain there is consistency of message and implementation

- **Organizational Leadership**
 - Document, update and administer operational policies and procedures as needed
 - Partner with COO on new store and donation site identification; oversee new store site setup and staffing
 - Train and set expectations for new managers and sites, cross train staff
 - Support managers via leadership, direction, communication and representation to COO and CEO
 - Ensure consistent execution of Individual Development Plans for Store Managers
 - Assist with hiring, conflict resolution and discipline
 - Work in stores regularly to increase knowledge of needs and assist with troubleshooting
 - Facilitate communication of volunteer needs and opportunities for organization; ensure appropriate training and practices implemented to increase retention

- **Relationship Development and Customer Experience**
 - In collaboration with the Marketing department, increase in-store marketing and events, ensure growth of online social media presence and SEO
 - Foster increased donor and customer awareness of the ReStores within Metro Denver and surrounding areas; raise cognizance of how ReStores directly impact Habitat Metro Denver’s Mission in coordination with the Marketing Department
 - Create, implement and monitor standards for store cleanliness, employee and volunteer ReStore attire, and customer, donor and volunteer interaction
 - Develop and support an inclusive environment for employees, customers, volunteers and donors
 - Create and execute quarterly store walk through program to ensure consistency to acceptable standards of operations

Qualifications

Knowledge, Skills and Abilities:

- Excellent oral and written communication skills; able to communicate clearly and effectively to all level of persons inside and outside the organization
- Superior time-management and organizational skills
- Outstanding leadership skills. Inspiring interpersonal effectiveness to lead team, train talent and effect change. Willing and able to be a “doer” and “influencer”
- Ability to provide direction in a positive and affirming manner
- Self-motivated and able to work independently
- Ability to work with, supervise and motivate employees and volunteers with a wide range of skills and abilities
- Able to adapt to a dynamic environment with unexpected changes to priorities

- Working knowledge of labor relations, policies and guidelines
- Good process management skills with the ability to effectively plan, prioritize, coordinate, delegate and manage workload to meet goals and deadlines
- Broad understanding of principles and practices of business and retail operations and specifically, ReStore Retail Operations; knowledge of fair market values of new and used building materials, furnishings and other home improvement items
- Personal and professional integrity, initiative and passion for ReStores' Guiding Principles and superior customer service at all levels
- Maintain personal and professional composure and integrity under stressful conditions
- Ability to use and understand computer systems and software including QuickBooks Accounting Software, Microsoft Office Suite and Microsoft Retail Management System (RMS)
- Strong analytical capability is a plus

Education and Experience:

- A college degree in business or a related field
- 7+ years of progressively responsible management experience in retail store operations or customer facing equivalent; previous multi-unit management preferred
- Proven track record of driving performance, leading change and organizational growth
- Previous experience with and knowledge of thrift home improvement industry; non-profit retail organizations and volunteer management strongly preferred

Physical Requirements Necessary to Perform this Job:

- Lifting – consistently lift 50 lbs plus, bending, twisting, reaching
- Ability to traverse a retail warehouse environment: climbing, lifting, carrying and similar activities as required
- Ability to drive be certified to drive a forklift vehicle
- Ability to communicate assigned tasks or to convey information to staff and volunteers
- Willingness to work weekends, evenings, overtime as required and holidays

Work Environment and Conditions:

- Majority of day working in a retail store environment
- Some time spent at desk in an office with no windows
- Must work at computer for periods at a time
- Willingness to work weekends, some evenings, overtime as required, and holidays
- A Motor Vehicle Report (MVR) will be required for insurance purposes
- A valid driver's license and ability to be insured under the company's insurance policy is also a requisite