

JOB DESCRIPTION

Title: ReStore Operations Manager	Employment Status: Full-time
Department: ReStore	FLSA Status: Exempt
Reports to: Store Manager	Supervises: Retail Sales Associates, Volunteers
Starting Range: \$34,000 - \$40,600/year	Benefits Available: Medical Coverage, PTO – Sick, Vacation and Holidays, 401k match, and more

Qualified candidates should send a resume and cover letter to Dana Griffin, HR Manager – ReStores at dgriffin@habitatmetrodenver.org.

GENERAL DESCRIPTION:

The ReStore Operations Manager (ROM) plays an integral role in ensuring the success of both the administrative and operational functions of the ReStore. With direction from the Store Manager, the ROM is responsible for any function that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance all store operations. Working ethically and modeling Habitat for Humanity of Metro Denver (HFHMD) Core Values, the ROM must develop strategies and objectives and lead team of Retail Sales Associates (RSAs) and volunteers to execute these strategies and objectives. A ReStore Operations Manager must have a comprehensive knowledge of ReStore organization including the thrift home improvement retail stores and other ReStore Support teams that support the ReStore Mission and overall store success. The ReStore Operations Manager must be capable of motivating him/herself and others including but not limited to: RSAs, Department Supervisors, volunteers and ReStore Support team members, to work as a team to accomplish goals and objectives.

CORE RESPONSIBILITIES:

ReStore Operations

- In the absence of the ReStore Manager and/or with direction, fulfill any necessary administrative or operational function for the store
- Open and close the ReStore as necessary
- Demonstrate the ability to operate and troubleshoot Point Of Sale (POS)
- Ensure proper handling of all cash deposits, check and credit card transactions and implement at store close/reconciliation and banking procedures
- Lead customer service interactions to ensure that customers are acknowledged, their concerns are addressed quickly and whenever possible, the customer's 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 Team Captains
- Familiarize him/herself with the HFHMD ReStore Operations Manual and following written SOPs. In addition, the RMO is responsible for ensuring consistent compliance with SOPs by and/or relating to all employees and volunteers including Team Captains
- Understand forecasting, sales reports, dashboards and other metrics as required by the Chief Retail Officer (CRO) and HFHMD
- Actively seek out and participate in approved leadership development training opportunities
- In coordination with the Department Supervisors, manage policy development and deployment in the areas of customer service, donor relations, ReStore operations, employee relations, safety, merchandising, donation acquisition 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 and Core Values and store objectives and performance expectations to RSAs
- Provide ongoing, actionable feedback to RSAs and communicate related successes or concerns to Store Manager and CRO when appropriate
- Complete 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:

- Excellent customer relations and management skills
- 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
- Superior time-management and organizational skills
- 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 Microsoft Retail Management System (RMS) and QuickBooks Accounting Software
- Bilingual (English and Spanish), though not required, is highly preferred

EDUCATION, EXPERIENCE:

- College degree or equivalent experience strongly preferred with a minimum of High School Diploma/GED; 5+ years retail experience and/or customer facing equivalent
- Strongly preferred to have knowledge and experience include: retail sales, marketing, thrift, merchandising, volunteer and staff management, and nonprofit experience
- Strong computer proficiency required with preference for experience with MS Office Suite, Quick Books Financials and Microsoft RMS

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 drive a forklift vehicle and up to a 26 foot box truck
- Willingness to work weekends, some evenings, overtime as required and holidays

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