



JOB DESCRIPTION

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

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 will include 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 Core Values, the ROM must develop strategies and objectives and leading a 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 his/her self 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
- Demonstrated ability to 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 his/her self with the HFHMD ReStores' Operations Manual and following stated SOPs. In addition, the RMO is 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
- In coordination with the Department Supervisors, 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 and Core Values and store objectives and performance expectations to RSAs
- Responsible for providing ongoing, actionable feedback to RSAs and communicating related successes or concerns to Store Manager and DRO when appropriate
- 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:

- 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 computer systems and software including QuickBooks POS and QuickBooks Accounting Software
- Bilingual, though not required, is highly recommended

EDUCATION, EXPERIENCE:

- College degree 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, and volunteer and staff management
- Strong computer proficiency including experience with MS Office Suite, Quick Books Financials and Quick Books POS

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
- 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

Compensation will be commensurate based on experience. The starting range for this position is \$35,300 - \$42,200.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick and holidays; among other options.

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