JOB DESCRIPTION

Title: ReStore Merchandising Supervisor  Employment Status: Full-time
Department: ReStore  FLSA Status: Salaried, Non-Exempt
Reports to: Store Manager  Supervises: Volunteers

GENERAL DESCRIPTION:

The ReStore Merchandising Supervisor is responsible for overseeing the daily activities and overall success of the store merchandise. In addition to the duties of a Sales Associate, the Supervisor tracks and reports relevant metrics, maintains a safe and secure work environment, supports customers, operates point of sales system (POS), and other duties as assigned.

The Merchandising Supervisor is responsible for providing superior customer service by assisting customers in locating, selecting, unloading donations or loading merchandise. The Supervisor is also responsible for overseeing volunteer activities in the department to ensure a positive experience for the volunteer and supports ReStore success.

GENERAL RESPONSIBILITIES OF THE DEPARTMENT SUPERVISOR:

- Interact effectively and sensitively with a diverse group of people while professionally representing Habitat for Humanity and the ReStores
- Take initiative to establish, communicate, and achieve short term goals
- Diplomatically provide direction and show appreciation
- Work with the Store Manager, Operations Manager, and other Department Supervisors
- Primary Key Holder, who can serve as Leader on Duty with staff, volunteers and customers when Managers are not available – including processing customer returns
- Perform general retail sales duties as required including but not limited to: operating point of sale (POS) system; opening and closing procedures; following and ensuring compliance with established Habitat for Humanity of Metro Denver and ReStore procedures and guidelines;
- Ensuring the safety and cleanliness of one’s assigned area without losing site of the overall appearance and functionality of the ReStore as a whole
- Responsible for actively participating in the resolution of any discrepancies or disagreements between individuals working in assigned department
- Support and assist the Store Manager and Operations Manager to complete tasks as assigned and meet financial goals and correlated metrics
- Other duties as assigned

CORE RESPONSIBILITIES: Merchandising Supervisor:

- Ensure appropriate merchandise stock levels, assortment, presentations and signage. Assists in implementing floor moves, merchandising and display maintenance
- Work collaboratively with the Donations Supervisor to ensure efficient movement of product from the donation dock to the sales floor
- Coordinate weekly inventory counts on purchased merchandise and maintain all coordinated documentation; ensure accuracy and integrity of documentation and tracking in POS
- Consistently demonstrate responsibility for the general store look and feel maintaining a neat, clean and organized store that includes interior functionality; merchandise displays and maintenance, on-going pricing and markdown strategies to ensure achievement of sales volume targets; safe storage and display of product
- Create and uphold adherence to physical asset protection process to foster a foundationally strong shrink culture throughout the store
- In coordination with the Store Manager, support receiving, pricing and display of merchandise to ensure quick sale and maximum revenue and profit generation
- Work collaboratively with ReStore Marketing Associate to create signage regarding store navigation, pricing/promotions, Habitat High-end products, etc. Establish and enforce visual standards for entire sales floor
- Communicate with Store Manager regarding selling trends throughout the store
- Responsible for actively participating in the resolution of any discrepancies or disagreements between individuals working in assigned department

**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, English language proficiency required, bi-lingual in Spanish, Arabic or French is highly preferred
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Good working knowledge of labor relations, polices and guidelines
- Ability to use and understand computers systems and software including Microsoft RMS POS and Accounting Software

**EDUCATION, EXPERIENCE:**

- College degree or equivalent experience strongly preferred with a minimum of High School Diploma/GED; 3+ 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, Accounting Software and Microsoft RMS 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
- May be required to drive company vehicles, which include box trucks (CDL not required)
- 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
- Valid driver’s license and ability to be insured under the company’s insurance policy is preferred. If necessary, a Motor Vehicle Report (MVR) will be run for insurance purposes

Job Type: Full-time

Salary: $17.00 /hour

Please send resume and cover letter to Richelle Rothman at HRRrecruiting@habitatmetrodenver.org

Habitat for Humanity of Metro Denver is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.