



JOB DESCRIPTION

Title: Vice President of ReStore Operations	Employment Status: Full-Time
Department: ReStore Executive	FLSA Status: Exempt
Reports to: Chief Operating Officer	Supervises: Director of Store Operations, Logistics Field Manager, Corporate Donations Manager

GENERAL DESCRIPTION:

The Vice President of ReStores will provide strategic management and direct oversight of all ReStore operations supporting Habitat's mission. This includes financial support through ReStore profits as well as community benefits through waste stream diversion of goods, recycling, and providing lower cost home improvement items to households in need. This is a ground-engaged role, active in all aspects of the business to foster a positive work environment that encourages feedback and innovation.

Ensure profitability in stores and online by coaching and empowering managers to drive sales through strong customer engagement. Oversight 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.

Utilize financial and store reports to increase donations, revenues, identify partner/sourcing opportunities, monitor market trends and competition, and execute effective game plans to consistently improve in all these areas. Effectively communicate the ReStore strategy within the affiliate and to external partners/supporters. Expected to effectively collaborate with other departments to help meet the goals and Mission of Habitat Metro Denver and the ReStores.

CORE RESPONSIBILITIES:

Include but are not limited to the following:

- 1) Financial Management:
 - a) Develop and implement multi-year strategic plan; target annual growth to meet organization long-term financial projections.
 - b) Develop budgets, analyze financial reports and regularly monitor progress to ensure attainment of financial goals and objectives.
 - c) Working with the Director of Store Operations, utilize financial reports to determine optimal product mix in stores and develop strategies and relationships to source donated, purchased and consignment goods.
 - d) Effectively manage expenses by preparing RFP's, identifying and standardizing the use of most cost-effective vendors, and optimal personnel structure.
- 2) Organizational Leadership:
 - a) In collaboration with Human Resources and Risk Management and the Director of Store Operations, update and standardize job descriptions, policies, procedures, and ReStore specific training. Support and maintain a consistent safety culture throughout the ReStores to include programming that identifies and mitigates against risk and training that ensures compliance.

- b) Responsible for providing leadership in support of obtaining individual and corporate donations as well as business development with external vendors and partners.
- c) Oversee ReStore technology plan in coordination with the corporate IT department.
- d) Create and sustain a culture of customer engagement to drive donations, sales and customer loyalty.
- e) Drive accountability throughout the organization ensuring goals are met on a consistent and timely basis, ensuring consistency of message and implementation of expectations.
- f) Partner with COO on new store and donation site identification; oversee new store site setup and staffing.
- g) Lead innovative thinking to ensure ReStores continue to grow and provide value to the community.
- h) Working with the Director of Store Operations, develop and support an inclusive environment for employees, customers, volunteers and donors.

3) Relationship Development and Customer Experience

- a) In collaboration with the Marketing department, increase in-store and online marketing and events, ensure growth of online sales and social media presence including SEO. Foster increased donor and customer awareness of the ReStores within Metro Denver and surrounding areas; work with COO to raise cognizance of how ReStores directly impact Habitat Metro Denver's Mission.
- b) In partnership with the Resource Development department, build deeper relationships with businesses and organizations that can benefit the ReStores and Habitat's mission.
- c) Seek out business development opportunities with partners, vendors and other organizations with complimentary missions.

Knowledge, Skills and Abilities:

- Passionate interest in promoting and growing Habitat's and the ReStores' mission and impact
- Excellent oral and written communication skills; able to communicate clearly and effectively
- Self-motivated and able to work independently. Superior time-management and organizational skills with the ability to effectively plan, prioritize, coordinate, delegate and manage workload to meet goals and deadlines
- Outstanding leadership skills. Inspiring interpersonal effectiveness to lead team, train talent and effect change.
- Able to adapt to a dynamic environment with unexpected changes to priorities
- Broad understanding of principles and practices of operating a multi-site business, with retail experience a plus
- Personal and professional integrity. Ability to maintain composure under stressful conditions
- Ability to use and understand computer systems and software including Microsoft Office Suite

Education and Experience:

- A college degree in business or a related field preferred
- At least 10 years-experience leading and growing a business and developing business relationships
- Progressively responsible management experience in retail operations or customer facing equivalent; previous multi-unit management preferred
- Proven track record of driving performance, superior customer service, leading change and organizational growth
- Previous nonprofit experience preferred, with working knowledge of retail or volunteer management a plus

Work Environment & Conditions, Physical Requirements:

- Ability to adequately traverse a retail store; lifting /carrying minimum of 25 lbs. frequently; plus, bending, twisting, reaching or other similar activities as required

- Ability to drive a motor vehicle
- Ability to communicate assigned tasks or to convey information to staff and volunteers

Work Environment and Conditions:

- Some time spent at desk in an office and working in a retail store environment
- Must work at computer for periods at a time
- Willingness to work weekends and evenings to support sales and attend meetings or events
- A valid driver's license, current Motor Vehicle Report (MVR) and ability to be approved under company's insurance policy is required

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

Starting Salary range: \$80,956 - \$97,071. Compensation commensurate with applicable experience and education. The VP of ReStore Operations position is a bonus eligible role.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.



Habitat for Humanity of Metro Denver is pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. Habitat for Humanity of Metro Denver upholds and abides by all Federal Fair Housing and Lending standards