Position Title: ReStore Manager
Team: ReStore
Supervisor Title: Vice President, ReStore
FLSA Status: ☒ Exempt
Date: 2022

General Position Summary:

The ReStore Manager is charged with overseeing the day-to-day operations of the ReStore and is responsible for maintaining a clean and safe facility, ensuring that sales and donation receiving activities run smoothly and efficiently, supervising ReStore staff and volunteers, and generally providing superior customer service to customers and donors. The ReStore manager is also highly involved in development and implementation of strategic goals and growth strategies.

Core Responsibilities:

1. Achieve and Exceed Monthly Revenue Goals
2. Manage daily ReStore operations
3. Hire and supervise paid staff
4. Provide training to new staff, volunteers and students, create raving employees
5. Develop pricing guidelines to enable other staff/volunteers to price items
6. Develop, implement and enforce ReStore policies and procedures
7. Build and maintain positive relationships with donors, volunteers, customers and community organizations
8. Participate in the development and implementation of strategic goals
9. Collaborate with Procurement Manager to ensure that incoming donations are handled effectively
10. Collaborate with ReStore Volunteer Coordinator to ensure volunteers are well-utilized on projects or in specific roles
11. Work with the Vice President, ReStore and Procurement Manager to identify and purchase any materials that could be sold in the ReStore
12. Collaborate with eCommerce Manager on identification of items suited for online sales
13. Handle cash receipts and deposits
14. Ensure that all areas of the store/warehouse are safe, clean, and organized
15. Work to continually improve overall appearance of our facility and maximize our efficiency
16. Evaluate condition/acceptability of incoming donations
17. Price materials to be sold
18. Display merchandise in a way that maximizes sales
19. Perform basic facility maintenance and maintain exterior store grounds
20. Assist in development, advertising and promotion plan outlining marketing strategies and implementing marketing programs

**Requirements:**

- Minimum 2 years retail experience
- Minimum 3 years supervisory experience
- Bachelors in retailing, business, marketing or related field or equivalent work experience
- Great track record of providing excellent customer service
- Project planning/management experience preferred
- Willingness to work with/train volunteers of all ages
- Excellent communication skills
- Excellent problem solving ability
- Desire to work with diverse staff and customer base
- Excellent time management skills
- Ability to work within a limited budget/with limited resources
- Committed to GDMHFH mission and environmental stewardship
- Creative and visionary
- Energetic with entrepreneurial spirit
- Able to lift up to 70 lbs.
- Demonstrates the ability to use commonly-used concepts, practices and procedures within the field.
- Must meet or exceed the ability to demonstrate the 5 core and common competencies outlined below.
- Convey clear, concise information to others, using verbal or other appropriate communication techniques.
- Complete formal training plan and assignments as required.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.

**Job Competencies**

- Demonstrate commitment to Greater Des Moines Habitat for Humanity’s **Mission** and **Core Values** of:
  - Build Solutions
  - Build a Safety Mindset
  - Build Faith and Family
  - Build as Stewards
  - Build with Heart

**Normal Work Environment** (Check best description):
Office  Outdoors  Retail
☐  ☐  X  Continuous (67-100% of workday)
X  ☐  ☐  Frequent (34-66% of workday)
☐  X  ☐  Occasional (1-33% of workday)

Physical Requirements:

Continuously = 67-100% of workday
Frequently = 34-66% of workday
Occasional = 1-33% of Workday
(Indicate C, F, or O in front of each below)

O Sitting  C Standing
C Bending  C Twisting
C Stooping  C Reaching above Shoulder
O Kneeling  C Reaching below Shoulder
O Crawling  O Working at Low Position
O Climbing Stairs  C Pushing/Pulling
O Climbing Ladders  O Working on Elevated Surfaces
O Driving  C Walking
O Working on uneven surfaces

Weight Lifting/Carrying:  Dexterity:
O Sedentary (0-10 lbs.)  C Eye/Hand Coordination
O Light (11-25 lbs.)  O Feet (foot pedals)
O Medium (26-50 lbs.)  C Fingering (picking, pinching, etc.)
C Heavy (51-74 lbs.)  C Handling (holding, grasping, etc.)
F Very Heavy (75-100 lbs.)  C Wrist Motion (repetitive flexion/rotation)
O Working on uneven surfaces

Hearing: X Yes  ☐ No
Hearing is necessary to perform the job as the ability to communicate verbally is
essential to training and coordination with internal and external customers.

Visual Acuity Distance: Example: Clarity of vision at 24 inches or less necessary to
view computer monitor and read reports.
Equipment/Supplies/Tools
• Computer and Accessories
• Printer/Copier/Scanner/Fax
• Telephone
• General Office Supplies
• Forklift
• Hand Carts
• Using Hand Tools
• Operating Power Tools
• Motor Vehicle (Box Truck)