

JOB DESCRIPTION
ReStore Operations Manager
Habitat for Humanity of Isabella County

Reports to: HFH Executive Director

Description: This employee in this position is responsible for day-to-day retail operations of the ReStore. An operations manager is key part of a management team and oversees high-level HR duties, such as setting training standards and hiring procedures. They also analyze and improve organizational processes, and work to improve quality, productivity and efficiency. Oversees day to day operations of the ReStore, such as delegating volunteers and employees, daily deposits and cash handling etc. Responsibilities will also include procurement of donated items and ensuring stock replenishment.

Employee Status: Part-time, non-exempt, about 36 hours a week

- Monday, 8:30 am-1:30 pm
- Tuesday-Friday 8:30 am-5:15 pm

Compensation: \$12/hour

Responsibilities:

1. General Duties

- Interact with the general public and act as the face of the ReStore
- Communicate effectively with various modes of communication (face-to-face, phone, email, fax, etc.)
- Understand and engage as an ambassador of the mission and vision of Habitat for Humanity
- Maintain an effective working relationship with Affiliate staff, ReStore staff, Volunteers and ReStore customers
- Present extraordinary customer service skills
- Cash register and credit card machine operations and understanding of POS and cash flow functions
- Oversight of cash register opening and closing procedures
- Conducting register balancing and bank deposits
- Oversight of operations in receiving area and ensure donations are received properly, cleaned, tested and minor repairs done as needed
- Volunteer recruitment, supervision and engagement
- Oversight of donation pick-up schedule
- Schedule and lead ReStore staff meetings as appropriate
- Create and maintain weekly schedule for ReStore staff and volunteers
- Record daily sales, donations, etc. in current databases
Produce monthly reports
Other duties as assigned
- Assess the donated items for pricing category as well as sell worthiness
- Responsible for adhering to a pre-established ReStore budget while acknowledging no discretionary authority in area of budget
Ensure the organizing/displaying of new donations on the sales floor according to ReStore of Isabella County standards as established.

- Keep oversight of all traffic in and out of the entire ReStore.
- Attend training if scheduled
- Able to work in conditions subject to heat, cold, and dust
- Able to lift 50-75 pounds with assistance
- Maintain spreadsheets for accurate accounting
- Organizing payroll to be sent to the Executive Director
- Acquire and maintain healthy working relationships with outside companies for sourcing volunteer for example: Workman Comp Return to Work programs, AARP SCSEP Program etc.
- Other duties as assigned

2. Required Skills / Experience

- Must be 18 years or older
- High school diploma or equivalent
- Ability to accurately run cash register
- Accurately handle cash, credit and other transactions
- Must have a driver license and maintain a good driving record
- Knowledge of retail operations and experience working in a retail environment
- Previous experience in retail, marketing, sales, and leadership roles
- Financial, analytical and organizational skills
- Strong communication skills
- Marketing, sales, knowledge of and ability to follow best practices and procedures related to retail
- Must have the ability to use current computer applications and social media technologies
- Team building a real plus
- Should have a compassionate - centered approach to leadership
- Must be flexible, enthusiastic, and willing to advocate the mission of HFHIC
- Must pass Criminal Background Check and Sexual Offender Check
- Exhibit positive working attitude by demonstrating respect for fellow workers, volunteers, donors, and customers
- Work is performed in a retail/warehouse environment
- Ability to lift 50 – 75 pounds with assistance
- Ability to spend majority of the day standing or moving about ReStore. Work may require considerable standing, bending, kneeling, and reaching in awkward and tiring positions
- Strong multi-tasking skills required

4. Benefits

- Skills to attain from this position:
 - relationship-building
 - customer service
 - communication
 - problem-solving
 - leadership
 - management
 - human resources
 - community development

- Work in a fun, friendly environment
- Contribute to Habitat's mission in eliminating sub-standard housing with the ReStore's funds and work

Habitat for Humanity of Isabella County is an Equal Opportunity Employer.