

Pensacola Habitat for Humanity ReStore

Position Title: ReStore Assistant Manager

Reports to: ReStore Director

Classification: Full time, exempt

Compensation: range starting at \$35,000 (DOE) with full benefits

POSITION SUMMARY: Complete operational management, including consistent, safe and positive management of associates, facilities and assets in order to provide a high quality donor to customer experience, and to maintain fiscal profitability of the operation.

KEY COMPETENCIES

- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent leadership skills including: training, coaching and developing.
- Team building through positive and effective communications and strong interpersonal skills.
- Innovation based on sound business acumen and consideration of a range of risk and reward factors.
- Initiative represented by “a sense of urgency” energy, enthusiasm, attention to detail and follow up.
- Critical thinking and problem solving abilities including detailed analysis of contributing circumstances and goal attainment.

RESPONSIBILITIES

- Effectively manage Habitat ReStore facilities and assets to ensure safety of staff and customers;
- Communicate to all associate positions the key performance metrics for all ReStore operations;
- Oversee staff training so as to maintain a highly skilled, experienced, and motivated staff;
- Determine and post bi-weekly staffing schedules according to store hours, store sales goals, donation schedules and merchandise movement requirements in consideration of staff ability;
- Assess knowledge and skills of volunteers, assign, train and evaluate in consultation with the volunteer coordinator and the ReStore Director;
- Evaluate all ReStore staff in accordance with relevant personnel and safety policies, ensuring all established policies and practices are understood and followed;
- Implement systems for daily cash transactions, inventory reconciliation, deposits and reporting;
- Directly monitor product category sales in relation to inventory levels, reporting product purchase or donation procurement recommendations to the Director;
- Provide regular reports of designated activities including sales, donations, and staffing to ReStore Director and other organization management;
- Addresses customer complaints in a professional and timely manner;
- Effectively responds to crisis conditions, in accordance with approved policy;
- Work with Director to establish annual operating budget.

REQUIRED SKILLS AND EXPERIENCE

- A minimum of 5 years responsible leadership, directing successful teams and meeting performance objectives.
- Possess extensive knowledge of all sales / merchandise/ POS system, and reporting procedures.
- Strength in interpersonal and communications skills, internally and externally, with groups and individuals.
- Demonstrated ability in training, managing, leading and developing staff.
- Basic office computer skills, including spreadsheets, word processing, presentations and email.
- Ability to safely lift and position up to 50 pounds. Job entails occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.