

Job Description: ReStore Manager – Habitat for Humanity of the MS Gulf Coast – Ocean Springs, MS

Please send a resume with cover letter and three professional references via email to jobs@hfhmgc.org. Applications will be reviewed quickly, and interviews will be conducted on a rolling basis. No phone calls please.

Primary Role: The ReStore Manager will lead the day-to-day operations of the Habitat for Humanity ReStore on Bienville Boulevard in Ocean Springs, MS. The ReStore Manager is responsible for the overall business performance of the ReStore with priority focus on the marketing and sale of donated and purchased inventory to achieve sales targets; the planning and execution of an efficient receiving process; HR duties such as hiring, training, and supervision of volunteers and staff; and establishing a workplace culture that emphasizes customer service and reflects Habitat for Humanity values.

Responsibilities:

Operational:

- Drive sales of both donated and purchased ReStore inventory to provide sustainable funding in support of Habitat for Humanity's programs.
- With input from the ReStore Director, implement sales strategies that capture and retain a diverse customer base.
- Work with colleagues to develop marketing and advertising programs to build store's visibility in the community.
- Build and maintain relationships with potential and existing donors, including contractors, suppliers, individuals, businesses, and community and faith-based groups to increase quality and quantity of in-kind donations.
- Establish, implement, and review policies and procedures to ensure a safe and secure working environment.
- Oversee merchandising of the sales floor, maximizing available display space and using inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events.
- Ensure that all areas of the store, restrooms, parking lots and warehouse are clean and safe.
- Hire and train ReStore staff; establish annual performance goals for each and monitor performance results, formally reporting results at least annually.
- Train new volunteers and staff to deliver high quality, consistent customer service experiences in the ReStore and ensure issues are professionally resolved and reported in a timely basis.
- Provide direction, supervision, and feedback for ReStore volunteers.

Finance and Administration:

- Ensure compliance with all financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Develop and enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary for changing market conditions.
- Work in conjunction with the ReStore Director and CFO / Controller to develop and maintain operations within the annual operating budget and recommended capital expenditures.

Habitat for Humanity of the Mississippi Gulf Coast provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

- Track sales data to determine categories with high to low volume and adjust strategies to meet customer demand.
- Approve, ensure accurate coding, and submit payable invoices on a timely basis to the finance department.

Reporting and Communication:

- Provide monthly reports of sales activities, expenses, volunteer hours, and outreach efforts of the ReStore, offering input on purchasing and procurement strategy when applicable.
- Work closely with the volunteer coordinator to manage weekly and monthly schedules as well as long-term planning for volunteer needs.
- Meet with ReStore Director on a regular basis to discuss progress and challenges.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated administrative, communication, financial and leadership skills.
- Attention to detail and overall quality control.
- Computer knowledgeable including Microsoft Office and POS software.
- Self-motivated, reliable, and enthusiastic; able to work in environment with rapidly changing conditions and unexpected shifts in priorities.
- Strong interpersonal skills, dealing well with a variety of people, personalities, and backgrounds.
- Excellent written and verbal communication and public relations skills.
- Physical ability to perform tasks, including lifting up to 50 pounds, operating truck and warehouse equipment and standing for long periods at a time.

Education and Experience:

- Bachelor's degree in related field or related professional experience.
- Experience in a retail environment preferred.
- cursory knowledge in building materials preferred.
- Demonstrated ability in training, managing, leading, and developing people and teams.

Employment Status: Full-Time salaried position at 40 hours + per week, including some Saturdays.

Salary: Competitive salary depending on experience, plus a benefits package including medical insurance and 401k options.