



Job Title: ReStore Assistant Manager

Department: ReStore

Reports To: ReStore Manager

FLSA Status: Non-Exempt

Manages: Along with ReStore Manager, manages Warehouse Manager, Cashier and Volunteers

Work Schedule: Full-Time (40 hours/week), Wednesday – Sunday

Starting Pay Range: \$20-\$23/hour, dependent on experience, with benefits

Deadline: Open until filled

Summary:

Responsible for assisting the Store Manager with establishing and maintaining all tasks involved with the daily operations of the ReStore. The Assistant Manager is also acting Store Manager when Store Manager is unavailable.

Essential Duties and Responsibilities:

Includes the following. Other duties may be assigned.

Store Operations:

- Maintains all documentation related to the daily operations of the ReStore.
- Orders and maintains daily store supplies.
- Schedules pick-up of donations.
- Resolves customer's complaints or inquiries.
- Locks and secures store.
- Be a leader in customer service.
- Inventory Control and Reporting:
 - Assist with the maintenance and display of inventory.
 - Manages loss reduction processes.
 - Merchandising and Sales:
 - Determine weekly sales and communicate through appropriate channels.
 - Maintain appearance of customer service area including literature, fundraising efforts, etc.
 - Ensure restock of misplaced items from the sales floor and unpurchased items from the receiving area
 - Identify and manage items for the display case(s)
 - Perform consistent reviews of priced items and discuss and make appropriate changes within store to remain competitive and to ensure fair value pricing for customers.
 - Assists in formulating pricing policies on merchandise according to requirements for profitability of store operations.
- Reports and Bookkeeping:
 - Keep all Point of Sale records up to date
 - Keep appropriate records of updates, changes, etc. to inventory and customer records
 - Oversee cash control processes

Staff Management:

- Directly supervises 2 employee(s) in the roles of Part-Time employees plus volunteers.
- Assists with training new employees.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Supervises employees engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records, or preparing daily record of transactions.
- Train all staff on current processes involving Point of Sale, customer service policies; train designated back-up on inventory orders, merchandising processes, and reporting
- Ensures compliance of employees with established security, sales, and recordkeeping procedures and practices.
- Addresses employee complaints and works to resolve problems

Volunteer Management:

- Observes work activities of volunteers to evaluate performance.
- Inform volunteers of policies, procedures, and standards of volunteer service.
- Must be able to perform the work of subordinates as needed.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service.
- Interpersonal Skills - Maintains confidentiality.

- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Leadership - Exhibits confidence in self and others; Accepts feedback from others; Gives appropriate recognition to others.
- Managing People - Takes responsibility for subordinates' activities; Provides regular performance feedback; Solicits and applies customer feedback (internal and external); Continually works to improve supervisory skills.
- Business Acumen - Demonstrates knowledge of market and competition.
- Cost Consciousness - Contributes to profits and revenue.
- Ethics - Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Organizes or schedules other people and their tasks.
- Professionalism - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- Adaptability - Adapts to changes in the work environment.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Initiative - Seeks increased responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.

Driving Ability:

- Must be capable of driving and maneuvering large trucks.
- Must demonstrate a clean driving record for the past 3 years and have current vehicle insurance.

Language Skills:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

- Ability to add, subtracts, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of the Internet; MS Excel Spreadsheet software and MS Word Processing software, a cash register and/or SQUARE POS and have the ability to be trained on database management systems.

Community Responsibilities:

- Maintain the store as a ministry to support the work and families of Habitat as well as needy people within the community, which can benefit from the low cost and quality of thrift store products.
- Create a positive work environment for staff and volunteers.
- Communicate the vision and mission of Flatirons Habitat for Humanity.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and talk or hear.
- The employee is frequently required to reach with hands and arms.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.
- The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds with assistance.

- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to outside weather conditions.
- The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals and risk of electrical shock.
- The noise level in the work environment is usually moderate.

If you feel you are qualified and wish to apply for this position:

1. **Submit a cover letter and resume to the attention of Laurie Staniforth, via email at Lstaniforth@flatironshabitat.org** Flatirons Habitat for Humanity is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sexual orientation, disability or veteran status.