



Habitat for Humanity Lake County, IL Job Description

Position: ReStore Assistant Manager – Sales Floor

Reports to: ReStore General Manager

Employment Status: Full-Time – Non-Exempt

Position Summary:

The ReStore Assistant Manager – Sales Floor supports the ReStore General Manager in running a retail operation that sells used and over-stock building materials, appliances, furniture, and other goods to provide a revenue stream to support more qualifying Habitat homeowners. The ReStore Assistant Manager – Sales Floor is responsible for the daily operational planning, policy and procedure development, assisting with the management of staff, and ensuring a safe and fun environment for employees and volunteers.

Key Responsibilities/Functions:

Operational

- Assist with day-to-day operations of the ReStore; including supervision of staff and volunteers and the delegation of tasks to provide an efficient and profitable work environment.
- Ensure all cashier functions are performed accurately, timely and professionally while focusing on customer service.
- Work on the sales floor directing staff and volunteers in the receiving, pricing, and sales of donated materials. This will at times include lifting and leading projects within the store.
- Interact with customers on a daily basis; be aware of sales trends, regular customers, and to solve any situations that may request managerial input.
- Create and sustain a long-term, committed staff for the ReStore.
- Ensure that the ReStore is a safe place to work for both volunteers and staff. This includes the regular maintenance of equipment as well as facility, materials and storage safety.
- Ensure that the store is properly covered by staff during hours of operation and to schedule staff and oversee the scheduling of volunteers.
- Coordinate store openings and closing with the ReStore Manager.
- Help identify solutions to issues that may arise relating to operations so that the smooth running of the ReStore is optimally maintained.
- Assist ReStore General Manager in developing, rolling out and measuring marketing, advertising and social media programs to increase donations, sales and volunteer participation.
- Work with the ReStore General Manager on store displays, arrangement of items and best utilization of the available display space and uses inventory control systems to ensure appropriate turnover of aging stock.
- Monitor the condition of all physical equipment, vehicles, the exterior and interior of the ReStore and coordinate with management to develop project plans for necessary maintenance and improvement.

Finance and Accountability

- Assist in implementing and monitoring systems for daily cash and credit transactions and deposits. Ensure proper procedures are followed.
- Accurately track and report financials and assist with nightly deposits.
- Operate cash register, customer service, banking, and balance register at the end of the day.
- Ensure the cash outs happen at least daily and that any irregularities are explained.
- Work with ReStore General Manager to analyze store sales and profitability.
- Work within the budget as clearly as possible for expenses and to make every attempt to meet sales projections.



Staff and Volunteer Management

- Responsible for training and development of all cashiers and cross-training of sales floor and production staff as backup cashiers as needed.
- Train and manage ReStore staff and volunteers in accordance with policies and ensure staff is well versed about Habitat's program and local activities.
- Facilitate a positive, team-oriented environment in which all staff and volunteers are given the opportunity to achieve their full potential.
- Address and document violations of policies and code of conduct by staff, and recommend action regarding chronic or serious situations.
- Resolve situations involving volunteers in consultation with the ReStore General Manager as needed.

Policy and Planning

- Enforce established policies and procedures for the safe, secure and high-quality performance of all aspects of ReStore activities.
- Help develop and recommend policy for sales.
- Monitor competitive merchandise market environment (pricing and practices).
- Assist with development and implementation of short-term and long-term strategies, goals and objectives.
- Present all policy proposals to the ReStore General Manager for approval.
- Work with ReStore General Manager to develop increase sales and decrease costs.

Perform other duties as assigned.

Skills and Personal Characteristics:

- Excellent communication skills with a strong passion for the organization's mission.
- The ability to work independently and as part of a team and with great energy and persistence.
- Proven organizational skills including the ability to manage multiple tasks and projects simultaneously and produce high quality results quickly and on time.
- Critical thinking skills, problem solving, accuracy and attention to detail.
- Working knowledge of Microsoft Office programs
- Physical ability to lift up to 70 pounds. Job could entail occasional bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.
- Availability to work weekends and evenings.

Education and Experience:

- High School Diploma or GED required.
- 2-3 related experience in private business or non-profit organizations or an equivalent experience in working in retail, reuse, and on construction.
- Experience working with diverse constituencies.
- Bilingual strongly preferred.
- Valid driver's license required.

About:

HFHLC is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.