



Position: ReStore Branch Team Leader

Reports to: ReStore Branch Operations Manager

Position to start: October 2019

Typical Work Week: Tuesday – Sunday, including evenings

Team: Retail

Status: Full time hourly with benefits

External Posting: October 2019

Organization Description

DuPage Habitat for Humanity is a locally run affiliate of Habitat for Humanity International, a nonprofit, ecumenical Christian housing organization. Habitat for Humanity's mission is "Seeking to put God's love into action, Habitat brings people together to build homes, community and hope." Our vision is a world where everyone has a decent place to live. We build homes that are sold to qualifying families with a price structure so that no more than 30% of their household income is used for their mortgage payment.

DuPage Habitat is in the midst of substantial growth and development. We are a midsized affiliate serving over 40 families per year and we have an aggressive growth plan that will continue to increase the number of families served throughout the foreseeable future. We are seeking to make a long-term impact on the supply of affordable housing in DuPage County and the lives of Habitat homeowners.

ReStores are thrift stores that sell used, over-stock, discontinued, and slightly damaged building materials, appliances and furniture with a primary goal to provide a revenue stream used to support the construction of homes for Habitat's housing ministry. An additional goal is to help the environment by repurposing household items and construction materials that would otherwise be thrown out and end up in a landfill. The concept was developed over 20 years ago but has experienced exceptional growth over the past 5 years. The collective revenue for all Habitat ReStores last year was \$350,000,000 and it is anticipated that within the next decade it will be a billion dollar business.

DHFH introduced first ReStore in a facility located in Addison in 2011 and is currently in the top 5% of performance for ReStores nationally. In late 2018, the Aurora ReStore started to integrate into DHFH operations as well. The ReStore is staffed with a combination of paid employees and volunteers.

SUMMARY JOB DESCRIPTION:

The ReStore Branch Team Leader will work under the direction of DuPage Habitat for Humanity's ReStore Branch Operations Manager and Assistant to assist in managing retail operations from one of the locations operated by the affiliate's retail division. This position is responsible for assisting in all store operations and will help to manage a staff of 6-12. They work with the procurement and deconstruction teams to receive and process donations for sale.

Must be "team oriented", committed to customer service, have very good people skills and understand own knowledge limitations. Should have ability to be "customer friendly" yet firm. Ability to handle money, make change, change paper on machines, etc. required. Candidate must

be friendly, yet industrious. Good phone presence and positive and professional demeanor required. Needs to be organized and able to work with others to organize ever-changing inventory in existing space.

Familiarity with email and Microsoft Office is desirable. Good communication skills are necessary. Must be able to clearly articulate the mission of HFH and how the ReStore serves that mission. An ability to work effectively and sensitively with a diverse group of people is required. A valid driver's license and reliable transportation are also necessary.

CORE RESPONSIBILITIES:

1 - Customer service

Job will include answering questions, providing supervision of staff, volunteers and customers, assisting with merchandise, clarifying policies, resolving disputes, answering phone, greeting customers.

2- Volunteer Resource/Captain.

Assist volunteers with onboarding, training and retaining. Lead volunteer orientations; utilize volunteer scheduling and tracking system. Work with Volunteer Manager to identify and fill volunteer needs.

Supervise and facilitate utilization of volunteers.

Assist with managing volunteer groups and recurring volunteers including, but not limited to: student & senior programs, return to work programs

3- Manager on Duty.

Develop a sufficient knowledge of merchandise and store procedures to serve as Manager-On-Duty (primary "go to" person for volunteers and customers).

Fill in Manager and Assistant Manager rolls on vacations and time out of building

4 – Sales Floor Management

Assist staff and volunteers to prepare appropriate space for incoming items.

Facilitate the logical and attractive display of merchandise with a focus on promotional areas and end caps.

Utilize incoming donations and merchandise to meet assigned sales goals.

5 – Team Leadership

Work with Operations Manager to hire, train and retail quality employees. Coach performance to focus on leadership development and customer service.

Motivate team of staff and volunteers to meet current organizational goals while providing a fun and dynamic place to work.

6 – Back Room Management

Responsible for seeing that all items are priced and organized.

Assist in pickups and acceptance of donations.

Coordinates customers in movement of merchandise for inspection and/or purchase.

Assist managers with incoming donations so that clean, priced merchandise flows from the back room to the show room in an efficient & quick manner.

7 – Office assistance

Make in-store promotional signs, price tags, etc. as needed.

Assist with answering phone calls, scheduling donations
Provide information for the monthly newsletter, website and other publications.

8 – Safety

Contribute to daily safety meetings with all staff and volunteers.
Ensure that all policies are followed as outlined in safety manual and update the manual as needed for changes in policy, law, or circumstances.
Identify safety hazards and eliminate them or bring them to the attention to someone who can mitigate them.

KNOWLEDGE, SKILLS, ABILITIES:

- ✓ Enthusiasm, teamwork focused, and strong customer service skills
- ✓ Excellent written and verbal communication skills, including public speaking
- ✓ Effective leadership and team building skills
- ✓ Strong organizational skills and attention to detail
- ✓ Competency on office computer applications (word processing, publications and presentations, spreadsheet and database management). Knowledge of Adobe Photoshop and Microsoft Publisher preferred, but not required
- ✓ Familiarity with Volunteer Scheduling programs, such as Galaxy Digital or similar applications
- ✓ Self-motivated, able to work independently with minimal supervision
- ✓ Possess tact, diplomacy and flexibility
- ✓ Supervisory skills
- ✓ Project management skills with an ability to multi-task

EDUCATION, EXPERIENCE:

- ✓ BA/BS Degree preferred
- ✓ 3 years' experience in the field of retail management & customer service
- ✓ 1-2 years staff supervisory experience
- ✓ Personal volunteer experience and commitment to volunteerism in community service

JOB QUALIFICATIONS

Dedication to the philosophy and passion for the ministry of Habitat. Familiarity with Habitat's affiliate program and/or ReStore is preferred. Available for a work week of Tuesday through Saturdays. Strong supervisory (for staff and several volunteers) and interpersonal skills and experience required. A background in construction and building materials helpful. Must possess the ability to accomplish simultaneous tasks; self-motivation; the ability to adapt to a changing environment; the personality to work well with volunteers; good cheer; vision; creativity; and sense of humor. Physical stamina desirable for some lifting. Must possess driver's license and be able to operate a box truck. Bilingual Spanish-speaker preferred.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

This position is split between tasks performed at a desk in the office and retail floor presence. Driving a 20 foot box truck, operating a fork lift and the ability to move and handle furniture and fixtures which will require lifting up to 50 lbs is necessary. The position may involve occasional outside meetings and presentation, and having a reliable personal vehicle for transportation and a valid driver's license is required. The position is classified full-time, exempt with full benefits. Anticipated work schedule is five days per week, Tuesday through Sunday, with no fewer than 36

hours per week expected. Due to the nature of retail work, shifts ending in the evenings will be expected.

HOW TO APPLY

DuPage Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability. Please submit resume and cover letter via email to Jobs@dupagehabitat.org. No calls please.