



**Position:** ReStore Corporate Relationship Manager

**Reports to:** Director of Retail

**Position to start:** February 2019

**Typical Work Week:** Monday-Friday, Evenings and Weekends on occasion

**Team:** Retail

**Status:** Full time salaried with benefits

**External Posting:** N/A

### **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 20 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 Corporate Relationship Manager is responsible for getting great donations for the ReStore. They will form and maintain partnerships with area businesses, manufacturers and builders to get donations for the ReStore. Nearly all activities evolve around getting more donations for the ReStore.

The Corporate Relationship Manager will work under the direction of DuPage Habitat for Humanity's Director of Retail to manage all donations and incoming merchandise. This position is responsible for all incoming logistics of donations including a staff of 1-3 truck drivers and a donation assistant. They will work with the operations managers 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. 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.

Will occasionally work with Operations Managers to cover in-store responsibilities to cover vacations, illnesses, etc. This could include, but not limited to, running Manager on Duty shifts, closing registers and preparing donations and running volunteer orientation.

Familiarity with email and Microsoft Office is mandatory. 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 – Planning and Organizing**

- Proactively develop and maintain professional working partnerships with local businesses
- Identify areas of opportunity within community for new partnerships
- Be a member of the ReStore Leadership Team

### **2 - Team Leadership**

- Work with Director of Retail to hire, train and retail quality employees and volunteers. 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.

### **3 – Grow Donation Stream**

- Engage in activities to grow donation stream.
- Research, contact and schedule appointments for new donor opportunities
- Cold Calling on local businesses to find potential donors
- Working with staff, Board and friends of DHFH to identify and connect with donor opportunities
- Create and maintain marketing materials that promote ReStore and DHFH.

### **4 – Networking and Relationship Building**

- Actively identify and attend networking events to engage potential donors
- Build and nurture existing partnerships to retain and grow donation sources
- Involvement in local trade shows/events to engage new donors and donation opportunities
- Speaking engagements and presentations to attract new donor opportunities
- Partner with other departments to engage donors in DHFH volunteer activities and fundraising

### **5 – Maintain Donor Records**

- Keep donor interactions updated in constituent database by accurately documenting all activities
- Coordinate with development and construction teams to ensure quality partnerships – this includes adding to and managing the donor database

## **6 – Donation Pick Up Scheduling**

- Oversee scheduling of donation pickups
- Provide excellent “customer” service to donors throughout the process
- Recognize and thank donors for their contributions to the mission.
- Work with the ReStore Management Team to ensure properly working and maintained assets including trucks and material handling equipment
- Work with Deconstruction Team to coordinate donations and scheduling of pickups
- Maintain truck fleet through preventative maintenance and scheduling safety inspections

## **6 – Merchandise Flow**

- Maintain acceptable donation guidelines and standards
- Coordinate with ReStore Management Team to increase capabilities and capacity for accepting donations
- Communicate on a regular basis with ReStore Management Team to communicate incoming donations,
- Manage merchandise flow across multiple locations as needed – including scheduling merchandise transfers, coordinating with other ReStores and potentially turning down donations that do not align with standards/space constraints.

## **7 – Provide In-Store Leadership**

- Other in-store duties as assigned by the Director of Retail

## **8 – Safety**

- 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.

## **9 – Financial Reporting**

- Provide timely communication to Director of Retail on store performance, donation goals and other items as assigned.

### **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 or similar applications, along with Raiser’s Edge, BlackBaud volunteer system is a preferred but not required
- ✓ 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
- ✓ Experience with federally funded programs preferred, but not required

**EDUCATION, EXPERIENCE:**

- ✓ BA/BS Degree preferred
- ✓ 5 years' experience in the field of outside sales, retail management and/or customer service
- ✓ 1-3 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 Monday through Friday, with occasional nights/weekends. 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, retail floor presence and travelling to meetings with prospective and current donors. 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 will involve 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 Monday through Friday, with no fewer than 40 hours per week expected. Operations will require spending additional time on nights and weekends.

**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 [jfessler@dupagehabitat.org](mailto:jfessler@dupagehabitat.org). No calls please.