



ReStore Assistant Manager

REPORTS TO: ReStore Manager

DIRECT REPORTS: other employees who may be temporarily assigned, volunteers

POSITION SUMMARY: Assists the Manager in the overall management of the ReStore, with direct responsibility for volunteer orientation and supervision. Works to secure donations and raise awareness of the Brookings Area Habitat for Humanity mission in the community. Operations management, including: consistent, safe and positive development of Associates and assets in order to provide a high quality donor customer experience.

Responsibilities

Operational

- Drive donations, sales and profits of the ReStore to further the BAHFH mission.
- Demonstrate and train staff in outstanding service to customers, donors, volunteers and others.
- Establish and maintain relationships with potential and existing donors, including individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Understand and communicate to all associate positions the key performance metrics for all ReStore operations and how they relate/contribute to positive customer experience and high quality operations.
- Ensure all personnel understand and can effectively communicate the Habitat ReStore, BAHFH and HFH missions to members of the public.
- Effectively manage Habitat ReStore assets to ensure safety of employees, volunteers, customers and others, ensuring that licenses and other required information are maintained properly for government bodies and others as appropriate.

Public Relations, Marketing and Advertising

- Participate in developing and implementing a public relations plan to work with local organizations and media to further the mission of Habitat ReStore and BAHFH.
- Participate in developing, rolling out and measuring marketing and advertising programs to increase donations, sales and volunteer participation.

Staff & Volunteer Management

- Assist in the hiring, training and management of associates in accordance with relevant personnel and safety policies and take steps to ensure staff is well versed so that all policies and practices are understood and adhered to.
- Evaluate, recognize and reward staff performance. Work with designated affiliate functions, when required, to address violations of policy including safety, poor job performance or misconduct in a timely and appropriate manner. Properly document incidents, and develop corrective actions. Resolve situations involving volunteers in consultation with the volunteer coordinator and the Executive Director when required.

Reporting and Communications

- Ensure that work and safety practices are reinforced with Associates and others who will be in the facility and property.
- Keep Manager informed appropriately and timely of operational and financial matters.

Required Skills and Experience

- Solid application of interpersonal and communications skills, internally and externally, with groups and individuals.
- The ability and willingness to call on existing and potential donors to increase merchandise in the store.

- Demonstrated ability in training, managing, leading and developing associates in a consistent, positive and safety conscious manner.
- Basic computer skills, including spreadsheets, word processing, presentations and email.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Ability to safely lift and position up to 50 pounds. Job entails bending, kneeling and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.
- This position requires a background and/or security check, and may be subject to drug screenings.

Competencies

- Strong customer service skills.
- Ethical leadership demonstrating consistent high standards of integrity and accountability.
- Excellent Leadership skills including: Associate selection, training, coaching and developing.
- Team Building through positive and effective communications and strong interpersonal skills.
- Innovation based on sound business acumen and consideration of a range of risk and reward factors.
- Initiative represented by “a sense of urgency” energy, enthusiasm, attention to detail and follow up.
- Adaptability . . . a quick, sound and positive decision maker in rapidly changing conditions; anticipating, addressing and solving problems.
- A relationship builder for cooperative, mutually beneficial and long-term relationships.
- Personal Presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.

Brookings Area Habitat for Humanity is an equal-opportunity employer. We seek to employ and assign the best qualified personnel for all of 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 and National Guard status, or any other status or characteristic protected by law.