



## **Job Title: ReStore Assistant Manager**

Habitat for Humanity of Lincoln builds strength, stability, self-reliance *and* shelter. We believe everyone deserves a decent place to live.

Habitat Lincoln is one of more than 1,300 local affiliates of Habitat for Humanity International. We are locally governed by a board of directors and have 11 staff members. Celebrating our 30th anniversary this year, we are poised for significant growth over the next five years. We have built more than 150 homes in Lancaster County. Our Habitat ReStore is three years old and is experiencing record sales in support of our mission. Our new strategic plan calls for a more than 50% increase in housing production.

**Job Summary:** The ReStore Assistant Manager assists the ReStore Manager in certain administrative and operational functions of Habitat for Humanity of Lincoln ReStore. The Assistant Manager is responsible for day-to-day type retail related responsibilities and operations of the ReStore, including but not limited to assisting the ReStore Manager in achieving operational, financial, administrative, volunteer and customer goals.

**Reports to:** ReStore Manager

**Job titles reporting to this position:** Cashier(s), Volunteers

### **Responsibilities:**

1. Opening and closing of the ReStore for scheduled daily hours. General oversight of store operations and volunteer management in coordination with other team managers.
2. Daily sales/cash register reconciliation and deposits.
3. Working closely with a Volunteer Coordinator to attract and retain volunteers by:
  - a. Developing a daily and weekly schedule of volunteers with assigned times and areas/tasks.
  - b. Track volunteer hours monthly by volunteer type.
  - c. Developing and updating training program for new volunteers; personally training new volunteers of assigning a volunteer staff member to train the new volunteers.
  - d. Oversee and coordinated the activities of the ReStore Volunteer Committee.
4. Scheduling regular training for new staff members and current staff members on new policies and programs.
5. Produce daily and weekly truck schedules for pickups and coordinate driver/helper schedules.
6. Assist ReStore Manager in developing and implementing marketing and public relations campaigns for increasing donations and sales.
7. Maintain the Volunteer Management system and assignments under the direction of the ReStore Manager.
8. Working closely with the staff and volunteers to ensure store policies and procedures are followed.
9. Oversee display and organization of showroom sales areas jointly with Manager to ensure all items are properly priced and ticketed for sale

10. Assist warehouse staff as required to maintain orderly flow of items in warehouse and outside yard.
11. Oversee selection and pricing of collective items in-store and on-line.
12. Oversee and maintain daily/weekly task assignments and records.
13. Maintain accurate mailing list of donors and customers.
14. Achieve excellent customer, donor and volunteer ratings.
15. Maintain presence on social media, news media appearances, and manage ReStore website.
16. Plan and execute various store events to increase donations and sales.
17. Participate in Habitat for Humanity organizational activities as needed.

### **Skills & Qualifications:**

1. Knowledge of retail operations and experience working in a retail building supply environment.
2. Computer knowledgeable; including Microsoft Word & Excel (PowerPoint a plus), QuickBooks/POS. Must have willingness to learn other programs as needed.
3. Financial, analytical and organizational skills, communication skills, marketing, and sales.
4. Self-motivated, reliable and enthusiastic. Enjoy working with people from diverse backgrounds and interacting with the general public.
5. Ability to communicate effectively via various modes of communication (face-to-face, phone, email, fax, etc.)
6. Ability to handle and defuse challenging situations with tact. Excellent communication and conflict resolution skills.
7. Commitment to safe working environment.
8. Ability to provide leadership and supervision to staff and volunteers while also having the ability to perform most tasks in the absence of staff or volunteers.
9. Ability to operate office equipment including copiers, fax machines, etc.
10. Individual at times will be working in a warehouse subject to heat, cold, and dust.
11. Ability to lift 75 pounds.
12. Ability to stand on feet for extended periods of time, sometimes entire work days.
13. Minimum three years' work experience, preferably one year in a management role.
14. Ability to speak Spanish a plus.
15. Prior experience in construction/deconstruction a plus.
16. Must have a clean driving record and be able to operate a vehicle.

### **Other jobs and duties:**

1. Operate cash register (POS)
2. Update computerized inventory system
3. Assist store customers
4. Pick-ups and drop-offs as necessary or needed
5. Maintain store: clean shelves and retail displays, and restock merchandise as needed
6. Process donated inventory
7. Provide support to ReStore Manager, as needed

### **Critical Performance Outcomes:**

1. Ensuring that the store operation is staffed appropriately with employees and volunteers for optimal customer service needs.
2. Creating and implementing an ongoing public relations campaign to highlight the many features of the store; to create a place for the store in the community.

3. Ensuring the accuracy of daily register reconciliation with cashiers and volunteers.
4. Maintaining an effective and well-trained base of volunteers.
5. Fulfillment of responsibilities described above.
6. Support the mission of Habitat for Humanity.
7. NOTE: The above list of duties, while specific to the position, is not exhaustive. The primary responsibility of this position is to direct the departments of the affiliate in achieving annual goals. Therefore, it is possible that responsibilities may change or increase as deemed necessary to accomplish tasks and goals. This is not an employment contract.

**Salary: \$15.00 hourly (non-exempt)**

**Schedule: 40 hours per week; Tuesday through Saturday**

**Benefits:** Medical insurance coverage (Habitat pays 75% of the premium for the employee; coverage is available for dependents at full cost to the employee); Simple IRA plan with 3% match; paid time off (PTO); paid holidays; ReStore discount.

**To apply, please submit cover letter, resume, and list of three professional references to [gcrandall@lincolnhabitat.org](mailto:gcrandall@lincolnhabitat.org). Application review will begin immediately, and position will remain open until filled.**

*Lincoln/Lancaster County Habitat for Humanity 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.*