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## **ReStore General Manager**

**Purpose:** The Habitat ReStore mission is to generate revenue through the sale of donated, and reclaimed building materials, appliances, furniture, household goods, and tools to support the activities of Habitat for Humanity Saint Louis (HFHSL). The ReStore General Manager is responsible for the overall operation of the ReStore program and its financial growth. The role requires a focus on, and proficiency at, the needs of the ReStore program including policies and procedures, scheduling, marketing, finance, personnel matters, grant application and management, and coordination of customer and donor data and information.

### **Duties and Responsibilities:**

#### **Marketing/Donor Engagement:**

Market the ReStore in a manner that increases facility awareness (including the correlation to HFHSL), customer traffic and results in consistent or increased sales.

Annually develop and implement a plan for soliciting contributions and support of potential suppliers and donors ensuring that regular and adequate inventory is maintained through item pick-up and drop-off to meet sales goals.

Prepare for and attend meetings, events and ceremonies representing the ReStore and/or HFHSL (examples include but are not limited to Home Show, Green Festival, community group meetings at HFHSL headquarters).

Positively represent the organization, as needed, in television, radio, print and/or electronic marketing efforts.

Coordinate and manage the Deconstruction Program including on-site evaluation of potential projects, donor interaction, direction of volunteers and any necessary follow up.

Provide donor documentation/acknowledgement inclusive of information determined necessary by the Internal Revenue Service for materials received.

Work with Resource Development (RD) staff to develop routine and/or specialty marketing materials and assist RD in applying for/managing ReStore related grants.

#### **Operations/Merchandising:**

Responsible for operations and management of the ReStore retail facilities and donation acquisition program including consistent, safe, and positive development of store management, associates, and assets to provide a high-quality donor to customer experience.

Enhance the organization's culture by reinforcing core values and fostering a positive work environment.

Recognize and remedy potential safety issues within the ReStore facilities and equipment, including coordination with the Donation Acquisition Manager to ensure fleet vehicles are maintained and safely operable.

Oversee, direct and review ReStore management staff, ensuring policies and procedures are enforced, provide

training resources to the Store Management, as necessary.

Coordinate and manage volunteers used in the ReStore including orientation to the mission of HFHSL and the ReStore's role and responsibility.

As needed or possible, physically participate in activities necessary to the operation of the ReStore including loading, unloading, moving, and/or assembling/disassembling materials.

**Administration/Financial:**

In cooperation with the Director of Finance and Administration and Store Managers, develop and manage individual store budget including incentive compensation goals and support the budgets and operational decisions with documented financial analysis.

Identify policies that need to be drafted and recommend modifications to existing policies.

Monitor expenses within budget constraints and identify/initiate opportunities to reduce expenses and create increased operational efficiencies.

Provide in a timely manner the various reports on store performance or strategic projections including internally requested reports, reports to HFHI and to grant funders. These reports include as examples accurate records of incoming merchandise, ongoing sales, and sales trends.

Respond as needed to audit and funding agency requests.

**General Requirements:**

This individual must understand and appreciate the mission of HFHSL and the role of the ReStore within the broader mission. Must possess strong critical thinking skills, the ability to work in a fast-paced team environment, and the ability to multi-task. This individual must be detail-oriented, meticulous, and able to work independently. Must be able to respond to and work with a diverse population including customers, donors, volunteers, and staff and remain consistent in keeping a professional demeanor. A minimum of 3 years of related experience in retail operation and management and experience in supervising staff. Valid drivers license with a good driving record.

**Physical Demands:**

Be able to engage in the physical activity necessary to the successful operation and maintenance of the ReStore including but not limited to (1) lifting, moving, loading and unloading various materials up (2) using hand tools and other equipment to assemble/disassemble equipment and (3) be comfortable with frequent bending, squatting, lifting and repetitive motion.

**Responsible To:** CEO

**Schedule:** Primarily Monday – Friday but includes evening and/or weekend work as required.

**Salary and Benefits:** Salary minimum salary of \$64,000 (exempt), higher amount possible based on experience. Employer provided medical, dental and vision care. Matching 401k upon qualifying. Paid time off after the completion of an introductory period. Paid holidays.

*The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate your employment at any time, for any reason. This job description does not list all the duties of the job. You may be asked to perform additional duties. In addition, you will be expected to exercise your independent judgment in determining other tasks that need to be performed to increase the efficiency of the operations. You will be evaluated in part based upon your performance of the tasks listed in this job description and in part based on the initiative you take in identifying and undertaking additional functions relevant to the operations of the business.*