

# **Black Hills Area Habitat for Humanity**

## **Position Title: ReStore Site Manager**

**Reports To:** Restore Manager

**Cooperates closely with:** ReStore Manager, Operations Manager, Bookkeeper, Executive Director, volunteers, and ReStore staff

Black Hills Area Habitat for Humanity (BHAHFH) is a non-profit ministry that seeks to put God's love into action by bringing people together to build homes, communities and hope. We partner with families to build and repair, decent affordable housing. Black Hills Area Habitat for Humanity is creating a team of individuals with high ethical standards who work diligently and enjoy turning challenges into opportunities. Grounded by our faith in Christ, we serve others and place mission above self.

**Job Type:** Full time/Exempt

### **Position Summary:**

The person in this position will oversee the management of the ReStore location under the supervision of the ReStore Manager. This includes management of the donations and the donation process from beginning to end, management of inventory levels and the needs of the customer. The Site Manager will also monitor sales history of products and seasons to maximize the efficiency of the retail sales floor and assist the ReStore Manager with all public relations, marketing, budgeting, and advertising functions of the ReStore.

### **Key Qualifications**

1. Dedicated to put in the effort to complete tasks efficiently.
2. Able to work through challenges to figure out solutions.
3. Motivated by serving others.
4. Incorporates personal faith in their work life.
5. Exhibits integrity in all situations.
6. Strives for excellence in the work that they produce.
7. Able to put the greater mission above personal preference.
8. Pleasant and encouraging attitude.
9. A team player, flexible, quick thinking and able to work under pressure.

### **Key Responsibilities**

#### **General Management**

10. Maintain a working knowledge of all store functions including but not limited to;
  - a. Opening and closing of store.
  - b. Staff and volunteer scheduling.
  - c. Volunteer recruitment, training and appreciation.
  - d. Donation procurement process, receipting and contact management.
  - e. Inventory pricing and flow.
  - f. Product merchandising for highest sales.
  - g. Daily and monthly expenses to maximize net profit.
11. Work with volunteers who are scheduled in various areas to ensure proper training.
12. Observe flow of inventory and recommend movement between stores as necessary.
13. Keep the facility operations in compliance with all laws and regulations that apply. This includes general safety procedures, vehicle use procedures, and equipment use procedures.

14. Maintain computer systems on a monthly basis and troubleshoot system issues as needed.
15. Conduct all other duties as needed or assigned by the ReStore Manager or Operations Manager.

#### Staff Management

1. Assist with recruiting, hiring, training, and supervise paid staff and volunteers according to affiliate policies.
2. Maintain facility's business hours and review schedule for adequate staffing levels.
3. Ensure proper customer-staff relations.
4. At mandatory monthly meeting, provide training opportunities to guide staff development and growth.
5. Assist with conducting performance reviews with ReStore Manager for staff and consistent volunteers annually and as necessary.
6. Conduct corrective action sessions when needed with staff and volunteers.
7. Set and manage staff productivity expectations.

#### Fiscal Management

1. Contribute to creation of annual operating budget for location for Board review and approval.
2. Understand and manage the operating budget and provide detailed weekly reports to ReStore Manager & Operations Manager on a weekly basis including sales, recycling, customer count, number of drop-off donations, number of pickups, and number of donor contacts.
3. Consistently review inventory pricing with local suppliers and update pricing suggestions to ReStore Manager as needed.
4. Monitor proper cash register procedures, daily deposit procedures, and petty cash procedures in coordination with established office procedures.
5. Ensure all operating procedures are followed.
6. Ensure daily sales information is provided to Bookkeeper on the set weekly schedule.

#### Public Relations – to be completed in partnership with all location Site Managers.

1. Assist in the scheduling and implement promotion strategies throughout the year with a minimum quarterly plan.
2. Build and maintain working relationships with local contractors and suppliers in order to increase donations at both facilities.
3. Provide updates for website as needed.
4. Provide weekly social media content for ReStore.
5. Ensure Black Hills Area Habitat for Humanity programs and events are promoted through store channels.

#### Other Duties

1. Represent the affiliate in the community through attending relevant community events.
2. Promote Black Hills Area Habitat programs and events through the store and in the community.
3. Attend and participate in staff and committee meetings, as assigned.

#### **Additional Requirements**

##### **Required Knowledge and Skills:**

1. An understanding of construction materials and used product mix.
2. Able to work with cash registers, trucks and forklifts (forklift training provided).
3. Flexibility in work habits and work schedule.
4. Knowledgeable in POS systems, Microsoft Office including Word, Excel and Outlook.
5. Nonprofit experience preferred.

**Educational Requirement:**

1. Bachelor's degree in business or marketing; or related professional experience.
2. Minimum of 2 years of experience in retail management.

**Required Physical Abilities:**

1. Physical ability to perform tasks, including lifting up to 50 pounds.
2. Occasional travel as needed (less than 10%).

**Other Requirements:**

1. Must hold a valid driver's license and meet state requirements for automobile liability insurance.
2. Must be able to pass a criminal background check.
3. Agree to periodic personal credit check.

**Pay Range:** \$36,400.00 - \$45,760.00 annually