



Vision: A world where everyone has a decent place to live.

Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

JOB TITLE: **ReStore Director**
REPORTS TO: Executive Director
STATUS: Full Time/Exempt

PRIMARY PURPOSE: The ReStore Director oversees store operations. This position is accountable for maintaining a positive, motivated, and energetic relationship with customers and volunteer staff. Daily responsibilities include customer service, volunteer management, collections, procurement, donation processing, sales, financial performance, and loss control.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Volunteer Management** - The floor staff of the ReStore will be largely volunteer based. Work with the Program Manager to solicit, place, schedule, supervise and evaluate ReStore volunteers.
- **Customer Service** - Maintain a pleasant, professional, service-oriented environment between ReStore "staff," customers and donors and modeling expected behavior for store staff and promoting a sense of teamwork and good morale.
- **Procurement** - Cultivate relationships with local builders, for-profit building supply store staff, and construction material manufacturers to ensure the steady stream of donated quality merchandise to the store. Develop systems for screening, acquiring, sorting, preparing, and pricing items for sale.
- **Sales** - Maximize sales performance through proper rotation, display, signage and inventory of processed merchandise. Develop systems to review, make modifications and experiment with sales to maximize store revenue. Meet or exceed sales goals on a consistent basis.
- **Finance** - Supervise ReStore finances and reporting; including managing monthly reports, daily and weekly transactions, supervising proper cash and check handling procedures, annual budget.
- **Marketing** - Work with Habitat staff and skilled volunteers to create and implement a plan to maximize community awareness of the Habitat ReStore.
- Network with the managers of other Habitat ReStore and area thrift stores to identify best practices and procedures.
- Make recommendations of hiring paid employees to the Executive Director.

- Help to implement safety policies through training, reporting of safety hazards, and correcting unsafe employee practices.
- Order supplies as needed in compliance with the procedures established by the Executive Director.
- Attend management meetings as scheduled by the Executive Director. Provide a weekly report for the Executive Director which details store progress. Provide monthly updates for the Board of Directors which detail expenses and revenue for the ReStore.

MINIMUM QUALIFICATIONS, EXPERIENCE OR REQUIREMENTS

- Must have an Associates or Bachelor's Degree in Business Management or related field and/or 3 years direct experience in Retail Management, Warehouse Management or Construction.
- Must have experience in retail, including knowledge of resale values, and supervising others; experience in used market desirables
- Expected to be aware of employment and labor laws
- Ability to provide leadership and training to staff
- Requires basic math and computer skills and a willingness to become more knowledgeable
- Ability to maintain a positive and productive attitude with customers and employees
- Must be able to communicate well, understand and follow directions and speak, read, and write English legibly
- Requires a valid Oregon driver's license, insurability, and reliable transportation
- Must be able to pass a pre-employment drug-screen
- Must be able to pass a criminal background check
- Job conditions include:
 - Lifting 25lbs - 60lbs frequently, >60lbs occasionally
 - Weekend availability
 - Stooping, standing, bending, walking, carrying
 - Continuous mental and/or visual attention, the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
 - The job is often performed under disagreeable working conditions; exposure to any or all of the following is likely:
 - Dust, dirt, cleaning products, noise, heat, and cold