



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: Assistant Manager

REPORTS TO: ReStore Director

STATUS: Full time / non-exempt (hourly)

PRIMARY PURPOSE:

The ReStore assistant manager is responsible for operations oversight and participation in whatever capacity required for efficient operations, up to and including managing the ReStore, at the directive and in absence of the ReStore director.

ReStore assistant managers are expected to perform all tasks safely, efficiently, and effectively, and to use polite and respectful communication with staff, volunteers and customers.

Key Responsibilities

- Lead and mentor supervisors and associate staff, including giving directives, at director's discretion
- In-store program management, including cultivating relationships with staffing programs and volunteers, program administration, interviews and directives, scheduling and reporting weekly monthly and quarterly
- Safety officer: complete and file weekly, monthly and quarterly reports for in-store safety program
- Site oversight, management and maintenance, including enforcing safety requirements
- Cashier lead: understand and be able to troubleshoot POS system, train volunteer cashiers
- Open and close the store following daily ReStore procedures
- Train staff and volunteers to complete ReStore tasks and support with reviews and follow-up
- Greet and assist customers in the store, including loading, measuring and answering questions
- Discovery of and follow through on necessary actions and delegation of tasks
- Provide administrative support to the ReStore Director as needed

Required Knowledge, Skills and Abilities

- Exemplary leadership and problem solving skills, including addressing unexpected issues and emergencies
- Effectively control all aspects of ReStore operations
- Manage customer and donor issues and complaints professionally and courteously
- Manage time and work-load efficiently, including timely arrivals and reports
- Use tools and equipment, such as a forklift, pallet jacks and dollies to move donations
- Master communication tools, such as telephone, email and 2-way radio
- Adapt to a changing work environment; learn and teach new operations skills as program develops
- Dress appropriately, have a neat appearance and wear ReStore logo and name tag
- Be able to communicate all ReStore and Habitat for Humanity policies and goals to the public

Minimum requirements:

- High school diploma or similar, college education a plus
- Excellent reading, writing, communication and basic math skills
- Minimum 2 year customer service experience
- Minimum 1 year staff management experience
- Experience volunteering and/or managing volunteers
- Must be able to work effectively with minimal supervision
- Working knowledge of the following programs needed: Microsoft Word and Excel
- Retail experience or knowledge of building materials and pricing a plus.

All employees are expected to maintain the attitudes described in the mission statement. Work well with other employees, board members and volunteers to further the goals of the program. This position requires manual

lifting in the range of 5 to 60 lbs. Employee may be required to stand a significant portion of all shifts. Applicant must be available to work weekends. Compliance with general company standards is expected.

PHYSICAL DEMANDS

Below refers to the type, amount, and frequency of physical effort typically required to perform the essential functions of this job acceptably

A. The physical effort typically applied in this job includes:

- Lifting Pulling Reaching Filing
- Carrying Pushing Shoveling Keying/typing
- Manipulating Other (specify)

B. The amount of effort typically applied and the frequency of application:
 Note: Applicants must be able to meet the effort indicated in 'Frequency of Application' box.

Amount of Effort Applied	Frequency of Application		
	Seldom	Occasionally	Frequently
Less than 1 lb.			X
Between 1 & 5 lbs.			X
Between 5 & 25 lbs.			X
Between 25 & 60 lbs.			X
More than 60 lbs.		X	

C. The effort reflected in the above chart is typically applied in the following work positions:

- Sitting Standing Bending Walking
- Stooping Confined Other (specify)

WORKING CONDITIONS

Kinds of disagreeable elements typically exposed to in the work area include:

- Dust Dirt Heat Vibration
- Fumes Noise Cold Water
- Other (specify)

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NOTE: This job description is intended as a guideline only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be constructed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause.

Immediate Supervisor _____ Date _____	Employee _____ Date _____
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