

**Reports to:** Executive Director  
**Status:** Full-Time, Exempt  
**Hours:** Tues. – Sat. as determined  
**Supervises:** ReStore staff and volunteers

The Manager is responsible for all aspects of the ReStore operation. This includes strategic direction and managing ReStore as a community re-use facility and revenue source for Nevada County Habitat for Humanity. Expectations include strategic implementation as well as day-to-day operations, accountability and oversight for all ReStore functions, such as: sales performance and profitability, marketing, budgeting and finance, human resources, training and development, customer relations, donor relations, material procurement, merchandising, facilities, and health & safety.

The successful candidate will have a proven track record effectively building and leading a team, developing strong community relationships, fostering creativity and juggling a wide variety of professional activities. Leadership, retail and business experience, an entrepreneurial spirit, excellent communication skills, and a sense of humor are highly valued for this role.

## **PRIMARY RESPONSIBILITIES**

### **A. Manage ReStore Operations “run the business”**

- Provide strategic direction for retail operation
- Develop business plan with input from committee, staff and board
- Maintain budget and manage profit and loss for end-to-end retail operation
- Set and meet projected daily, monthly and annual sales goals
- Work with staff and ReStore committee to set future sales goals and projections
- Supervise store layout and merchandising
- Ensure store is clean, well-organized and safe for customers and employees on a daily basis
- Adopt and foster an environment that demonstrates commitment to customer service, hold employees and volunteers accountable to ensuring high level of donor and customer satisfaction
- Supervise maintenance of facility, equipment and inventory
- Supervise ReStore staff and complete annual performance reviews
- Orient staff and volunteers to the mission of HFH and the ReStore’s role and responsibility
- Ensure adequate training is provided to staff and volunteers
- Assess and recommend staffing requirements, roles and responsibilities
- Support ongoing volunteer programs, attract and retain new volunteers to meet ReStore needs
- Develop and implement robust Safety Program, ensure compliance
- Use Habitat for Humanity International resources and network of other ReStores
- Coordinate with other staff and committee to maintain compliance with all legal requirements such as sales tax, human resources, payroll, workman’s compensation, and auto insurance
- Coordinate with construction crew, foster cooperative, positive relationships between ReStore and Construction, serve as liaison for material storage, delivery and transfer.
- Coordinate with main office staff to support affiliate wide success; ensure ReStore is integrated within overall organization and shared success with volunteer recognition, social

media, promotions, general communication, sponsorships, outreach, community partners and other related activities.

## **B. Develop and Implement Policies and Procedures**

- Ensure policies and procedures are documented, updated and implemented.
- Identify opportunities to automate processes including cost savings measures using software and other technology, research and implement as approved
- Plan and implement an improved Injury and Illness Prevention Program to ensure the safety of staff, customers, and volunteers.

## **C. Achieve Financial Management and Sales Performance Goals**

- Closely manage profit and loss to achieve goals.
- Prepare monthly financial and status reports
- Perform financial analysis
- Track and report income and projections on monthly basis
- Develop work plans and assignments to meet commitments
- Prepare recommendations and approval process for capital equipment, additional staff or other expenses
- Working with staff bookkeeper, ensure accounts payable and accounts receivable functions are completed accurately and timely
- Monitor and reduce expenses, evaluate ROI for products, and adjust.
- Prepare annual budget for the Habitat ReStore including projected sales and cash flow.

## **D. Develop Marketing and Community Relations**

- Build marketing plan and strategy
- Coordinate ongoing marketing and promotional efforts with committee and staff to maintain a comprehensive marketing and development strategy
- Build community awareness and grow customer and donor base
- Develop procurement strategy to increase new product donations
- Professionally represent NC Habitat and the ReStore in community outreach activities

## **JOB SPECIFICATIONS**

- **Education: BA or BS degree or higher, business, marketing, sales or related**
- **Work Experience: Minimum 3 years proven experience required. Must have supervisory and business management experience.**
- **Computer/Software skills: Highly proficient in Microsoft Office applications specifically Word, Excel and PowerPoint. Database experience a plus**
- **Physical Demands: Assist staff in performing store functions and able to lift up to 40 pounds.**

Email resume and cover letter to: [lorraine@nchabitat.org](mailto:lorraine@nchabitat.org)