

Job Description: ReStore Assistant Manager – Habitat for Humanity of Baldwin County – Summerdale, AL

Please send a resume with cover letter and three professional references via email to jobs@hfhmqc.org. Applications will be reviewed quickly, and interviews will be conducted on a rolling basis. No phone calls please.

Primary Role: Under the supervision of the ReStore Manager, the ReStore Assistant Manager is responsible for building upon and sustaining a customer-centric sales culture and adding a strategic voice to the Leadership Team. The Assistant Manager will be required to make consistently excellent pricing decisions, impose order on a high-volume and ever-changing receiving and processing area, and set the right tone for other ReStore Associates and volunteers at our ReStore located on Hwy 59 in Summerdale, AL.

Responsibilities:

Operational Activities:

- Primarily responsible for people, products, and activities that are out of public view, including:
 - Organize, clean, assemble, test, and occasionally repair ReStore items, ensuring that everything hits the sales floor ready to be purchased.
 - Research and determine prices of donated and purchased inventory.
 - Process items at a speed that always keeps space available to receive daily expected shipments as well as unexpected donations that we love.
 - Maintain a small, distinct section of SOLD merchandise accessible and ready to load out.
- Coordinate constant material movement in and out of processing area, including:
 - Assist truck drivers in unloading daily donations from ReStore box trucks.
 - Assist drop-off donors by maintaining safe practices and direction in having their items unloaded, showing gratitude for their contribution, and providing a donation receipt.
 - Assist customers by loading large, purchased items safely into their vehicles, while maintaining safe practices.
 - Support the Sales team by bringing items that are priced and presentable out onto the sales floor, communicating with the ReStore Manager about placement and display.
 - Delegate to other Processing staff and volunteers to accomplish the above tasks.
- Provide training, direction, supervision, and feedback for all ReStore staff and volunteers working in the processing area and donation drop-off zone.
- Ensure that all areas of the processing room, loading dock, donation drop-off zone, and dumpster pad are clean, safe, and organized.
- Ensure customer issues or conflicts are professionally resolved and reported promptly.
- Politely and diplomatically decline certain types of donations that are not suitable for resale.
- Lead with a “DIY” or “Upcycle” mentality, embracing Habitat for Humanity’s effort to reduce waste and repurpose items in ways that create value for customers.

Facility and Administration Activities:

- As a keyholder, open or close the ReStore facility as appropriate, and support the ReStore Manager by making deposits for the bank and change for cash drawers as needed.
- Ensure compliance with all inventory tracking and donation reporting practices.
- Support ReStore Manager by adjusting pricing strategy for changing market conditions and helping determine daily/weekly discount opportunities that dovetail with operational needs.
- Research and test growth strategies – such as diversified recycling or new in-kind partnerships – that dovetail with the ReStore donation model of saying “yes” as often as possible.
- Report issues or conflicts promptly, and seek fair and professional resolutions, reflecting Habitat for Humanity values even in confrontational and challenging situations.
- Contribute to ReStore strategy conversations with ReStore Manager and Logistics Manager.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated leadership aptitude and external messaging skills.
- Spatial awareness and quick recognition of potential safety hazards.
- Computer knowledgeable including Microsoft Office and POS software.
- Self-motivated, reliable, and enthusiastic; able to work in an environment with rapidly changing conditions and unexpected shifts in priorities.
- Strong interpersonal skills, dealing well with a variety of people, personalities, and backgrounds.
- Physical ability to perform heavy tasks, including lifting 50+ pounds repeatedly, using carts and dollies, often getting sweaty or dirty, and standing/walking for long periods of time.

Education and Experience:

- Bachelor’s degree in related field or 2+ years’ experience in a sales/retail or home improvement/renovation environment.
- Experience in a retail environment or with online marketing preferred.
- Knowledge of building materials a plus.
- Forklift certification or experience a plus.
- Demonstrated ability in training, managing, leading, and developing people and teams.
- Experience working with volunteers a plus.

Employment Status: Full-Time salaried position at 40 hours per week, including some Saturdays.

Salary: Competitive salary depending on experience, plus a benefits package including medical insurance and 401k options.