

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

Please send a resume and three professional references via email to jobs@hfhmgc.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 maintaining a mission-based sales culture while supporting daily ReStore operations and logistical coordination of product, maintaining a safe, organized, and efficient environment, keeping HFH's mission as priority. The Assistant Manager is 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 all staff and volunteers. This position coordinates day-to-day ReStore Truck Driver operations, donor interactions, and material movement from donation sites through to the ReStore sales floor and customer vehicles.

Responsibilities:

Operational Activities:

- Function as the Manager on Duty, overseeing daily operations, task delegation, staff support, and customer service in all areas of the ReStore.
- Organize, clean, assemble, test, price, and occasionally repair donated merchandise to ensure items are prepared for resale and presented appropriately on the sales floor.
- Coordinate with ReStore staff to maintain efficient merchandising, product movement, and customer load-out operations throughout receiving, sales floor, and donation areas.
- Coordinate and support daily ReStore box truck operations by communicating with the ReStore Donation Specialist, ReStore Truck Drivers, and ReStore team to ensure donations are efficiently received, distributed, and prepared for resale.
- Assist donors, customers, and truck-based staff with loading and unloading activities while maintaining safe practices, positive customer service, and professional donor relations.
- Provide day-to-day leadership, training, supervision, accountability, and communication for ReStore staff, ReStore Truck Drivers, and volunteers.
- Ensure loading docks, intake areas, donation drop-off zones, and related operational spaces remain clean, safe, organized, and compliant with safety practices.
- Support safe driving, lifting, loading, equipment use, and material-handling practices, including forklift operation after certification training.
- Monitor truck readiness and promptly communicate vehicle maintenance, cleanliness, safety, or operational concerns to the ReStore Manager.
- Professionally resolve customer, donor, and staff concerns; politely decline unsuitable donations; and maintain respectful interactions with customers, donors, coworkers, volunteers, and community partners.
- Support residential and corporate donation pickups as needed while protecting donor property and promoting Habitat for Humanity's mission of reuse, recycling, and repurposing.

Facility and Administration Activities:

- As a keyholder, open or close the ReStore facility as appropriate, assist with bank deposits and cash drawer needs, and support daily operational functions.

- Ensure compliance with inventory tracking, donation reporting, receiving practices, and other operational recordkeeping requirements.
- Communicate operational updates, staffing or scheduling concerns, vehicle issues, and truck-related needs to the ReStore Manager in a timely manner.
- Participate in leadership discussions regarding operational growth, donation flow, staffing efficiencies, partnerships, and overall ReStore strategy.
- Research and support growth opportunities, including recycling initiatives and new in-kind partnerships that support the ReStore mission.
- Report issues or conflicts promptly and pursue fair, professional resolutions that reflect Habitat for Humanity values.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Habitat for Humanity.
- Ability to plan, prioritize, coordinate, delegate, and manage multiple responsibilities in a fast-paced retail environment.
- Strong leadership, interpersonal, and communication skills, with the ability to work effectively with staff, volunteers, donors, customers, and individuals from diverse backgrounds.
- Strong awareness of operational safety practices involving loading docks, box trucks, forklifts, equipment use, and material handling, including the ability to recognize potential hazards quickly.
- Computer proficiency including Microsoft Office and POS software.
- Self-motivated, reliable, adaptable, and able to respond effectively to changing schedules, donation volume, staffing needs, and operational priorities.
- Ability to maintain professionalism and positive donor relations in homes, businesses, loading areas, and customer-facing environments.
- Physical ability to perform demanding tasks, including repeatedly lifting 50+ pounds, using carts and dollies, and standing or walking for extended periods of time.

Education and Experience:

- Bachelor's degree in related field or 2+ years' experience supervising sales/retail, logistics, transportation, donation handling, or home improvement/renovation environment.
- Experience with online marketing preferred.
- Knowledge of building materials a plus.
- Experience working with volunteers a plus.
- Forklift certification or experience preferred; willingness to complete certification training as needed.
- Valid driver license and ability to meet HFHMGC driving standards preferred.

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.