

Position: ReStore Lead – Habitat for Humanity of Baldwin County – Summerdale, AL

Please send a resume with 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 and Assistant Manager, the ReStore Lead is responsible for coordination in both sales floor and processing operations, ensuring a seamless flow of inventory from donation to sale and customer load outs. This role serves as a key holder and functions as Manager on Duty in the absence of the Assistant Manager.

The ReStore Lead sets the tone for staff and volunteers by fostering a customer-centric, mission-driven culture while ensuring operational excellence across all areas of the store. This position combines front-of-house sales leadership with back-of-house processing oversight. The ReStore Lead is expected to flex between roles as needed to meet daily operational demands.

Responsibilities:

Operations and Leadership:

- Serve as Manager on Duty, coordinating daily store operations, staff, and volunteers across sales and processing areas.
- Drive sales through effective merchandising, inventory flow, and a customer-ready sales floor.
- Oversee end-to-end processing activities (receiving, sorting, cleaning, testing, pricing, and stocking inventory).
- Operate a forklift as needed after receiving OSHA forklift certification (training provided onsite at the ReStore.)
- Ensure efficient movement of goods from donation intake to the sales floor while maintaining space for incoming donations.
- Maintain a clean, safe, and organized environment across all store areas.
- Build customer relationships, support large sales, and promote a “DIY/Upcycle” mindset aligned with ReStore’s mission.

Customer and Donor Experience:

- Model exceptional customer service and professionalism in all interactions.
- Assist customers and donors, including unloading donations, issuing receipts, and loading purchases.
- Evaluate and decline donations as needed in a respectful, mission-aligned manner.
- Resolve customer concerns promptly and effectively.

Inventory, Pricing, and Merchandising:

- Set and adjust pricing based on market trends and inventory needs.
- Ensure accurate tagging, POS integration, and inventory tracking.
- Organize backroom, donation intake, and sold merchandise staging areas.
- Support merchandising and promotional strategies to maximize sales and turnover.

Team and Volunteer Leadership:

- Train, supervise, and support staff and volunteers across all areas.
- Delegate tasks, reinforce procedures, and ensure safety and service standards are met.
- Foster a positive, inclusive, and mission-driven team environment.

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Financial, Administrative and Communication:

- Perform keyholder duties, including opening/closing, cash handling, and deposits.
- Support accurate financial reporting, sales reconciliation, and inventory control.
- Monitor sales trends and contribute to operational and growth strategies.
- Support marketing efforts and maintain regular communication with leadership.

Skills and Personal Characteristics:

- Strong leadership, organization, and decision-making skills.
- Excellent customer service, communication, and conflict resolution abilities.
- Detail-oriented with a focus on safety and quality.
- Proficient in Microsoft Office and POS systems.
- Adaptable, self-motivated, and able to manage multiple priorities.
- Strong interpersonal skills with diverse audiences.
- Physically able to perform active retail and warehouse duties.

Education and Experience:

- High School Diploma or GED required.
- 2+ years' experience in retail, sales, warehouse, or home improvement/renovation environment preferred.
- Knowledge of building materials a plus.
- Forklift certification or experience a plus.
- Experience working with volunteers preferred.
- Ability to lift/move up to 50 lbs. and stand/walk for extended periods.
- Strong organizational skills, attention to detail, and ability to multitask.

Employment Status: Full-Time, hourly 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.