



Position: Store Manager, 1.0 FTE, Non-exempt

Reports to: Director of Communications

Summary: The Store Manager is responsible for driving donations, sales, profits, and mission-focused engagement with customers, donors and volunteers, in furtherance of Habitat for Humanity's mission and strategic plan in East Jefferson County.

Responsibilities:

The successful candidate will possess the skills to develop and implement short and long-term business plans, investigate and potentially develop new lines of business, and increase product donations, including through new partnerships. The position requires the skills to develop and strengthen relationships with key stakeholders, especially volunteers and merchandise donors, and to steward and strengthen a culture of exceptional customer service.

Operations (40%)

- Oversee all retail operations, ensuring consistent, smooth and efficient operations and providing a high level of customer service for customers, volunteers, donors and partners
- Secure donations of inventory by cultivating new donors, fostering existing donors and establishing partnerships; oversee scheduling of pickups and deliveries and ensure inventory is managed efficiently and effectively
- Develop, implement and enforce policies and procedures, ensuring store complies with affiliate and HFHI policies and with applicable standards and regulations; ensure compliance with all safety requirements, including OSHA, HFHI and L&I standards
- Identify and initiate opportunities to reduce expenses and create increased operational efficiencies
- Oversee a program to encourage vehicle donation as a revenue source
- Serve on the affiliate Safety Committee
- Oversee and track the supervision and training of Store staff and volunteers to receive and process donations, operate point of sale system, provide high-level customer service, and other activities
- Handle customer, volunteer and donor complaints professionally
- Cover shifts as required by out-of-office schedules, including retail, truck and support; other duties as assigned

Planning (35%)

- Develop multi-year business plan that targets annual growth to meet long-term financial projections of Habitat's strategic plan
- Develop and implement annual Habitat Store work plan to achieve goals of business plan
- Establish and track goals and key performance indicators; monitor and report on achievement of goals
- Develop and manage store budgets
- Develop and implement marketing and advertising plans in conjunction with the Director of Communications

Human Resources (25%)

- Establish staffing plans and schedules (paid staff, volunteers, homeowner partners) and ensure proper staffing levels
- Support and engage a large group of volunteers throughout Habitat Store operations, including retail, processing, donation procurement, planning and leadership
- Hire, train, supervise, evaluate, motivate and retain employees
- Develop and monitor annual employee work plans
- Maintain consistent, safe and positive development of team members and volunteers to deliver high-quality donor and customer experiences
- Enhance the organization's culture by reinforcing core values and fostering a positive work environment

Position Requirements:

- Minimum five years' progressively responsible experience in retail or non-profit management, with a demonstrated record of increasing sales and engagement through a variety of strategies, or a similar record of experience managing a business or non-profit entity while utilizing strategies that have driven growth
- Goal oriented, with keen ability to think strategically and solve problems creatively
- Able to consistently deliver high-level customer service
- Demonstrated success in building and leading motivated teams
- Ability to develop business plans and budgets
- Excellent verbal, written and interpersonal communication skills and ability to deal with all kinds of people
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work projects
- Proficient in Microsoft programs (Excel, Word, Outlook, SharePoint, Teams)
- Valid driver's license, ability to drive a box truck (will train if necessary), and insurable driving record
- Interest in being a part of the important work of Habitat for Humanity

Additional Requirements:

- Majority of the workday is standing and being physically active

- Ability to frequently lift 75 pounds without assistance and frequently move, lift, carry, push, pull, objects around the store and to/from the Annex and storage container.
- Able to communicate fluently in English

Salary and benefits:

Starting salary range \$27-29/hour, depending on experience and qualifications; full range is \$27-35/hour. Benefits include paid medical, vision and dental insurance for the employee, 401K match, eight fixed and four personal holidays (based on start date), ten days of accrued sick time, and three weeks of vacation accrued annually.

To Apply:

Send resume and letter to Store Manager, Habitat for Humanity of East Jefferson County, c/o jobs@habitatejc.org. Any offer of employment is contingent on successful completion of background check. Position is open until filled.

Equal Employment Opportunity:

HFHEJC is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, gender, color, age, religion, honorably discharged veteran or military status, marital or familial status, gender identity, sexual orientation, political ideology, creed, heritage, ancestry, national origin, the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability, or any other status or characteristic protected by law.

Mission:

Seeking to put God's love into action, Habitat for Humanity of East Jefferson County brings people together to build homes, communities and hope.

3/26/2024