



**You must include a letter of interest with your resume.**

**About Habitat:**

Habitat for Humanity (Habitat) brings people together to build homes, communities, and hope. Habitat partners with families in our community to help them build strength, stability, and self-reliance through affordable housing. Habitat homeowners help build their own homes alongside other volunteers and pay an affordable mortgage.

Habitat for Humanity of Butte County (Habitat Butte) has built 40 homes since its founding over 28 years ago. Now, as a result of the devastating Camp Fire, we are significantly increasing the number and variety of homes we build. We are dependent on grants and charitable donations to build affordable housing in Butte County. In addition to construction, Habitat operates the Habitat for Humanity ReStore and its mission is to generate revenue through the sale of donated, reclaimed building supplies, appliances, tools and other items to support the affiliate at-large.

With Habitat Butte currently in the process of building capacity to significantly respond to the affordable housing crisis that our community is experiencing, this position is one that needs to be able to adapt to change, be forward thinking, work collaboratively with a team, and be able to seek opportunities.

**Job Title:** ReStore Manager

**Overall Responsibilities:**

The ReStore Manager is responsible for all aspects of the ReStore. This includes financial management, personnel management, marketing, public relations as well as overseeing the yard and sales floor operations. The ReStore Manager must create and implement policies that insure the safety, efficiency, and profitability of the ReStore. This position will work collaboratively with the affiliate team.

**Major Duties and Responsibilities:**

**General Administration**

- Chief administrative responsibility for the ReStore

- Ensures that the Executive Director is regularly informed of the status of the ReStore with attention to problems areas, project and financial status and extraordinary events
- Prepare monthly, and annual reports as needed.
- Prepare progress reports for the Executive Director, Board, and HFHI.
- Utilize the register software, donations tracking form, and truck log form as well as other sources to track and report information as needed
- Ensures that all policies developed and approved by the board of directors and the executive director are provided to the ReStore staff and that they are adhered to
- Ensures that all donors, customers, volunteers, and staff are treated equally, fairly, and with dignity
- Develop and implement store policies and procedures and train staff on these policies and procedures
- Maintains and updates operations manual for the ReStore and all staff positions.
- Ensures proper maintenance of facility, equipment, and vehicles
- Ensures that staff and volunteers adhere to safety regulations, and complies with accident procedures
- Develops new programs to increase profits and decrease expenses
- Creates 1 and 5 year growth plans for the ReStore
- Monitors security system, Fire suppression system, Fire Extinguishers and Fire Alarm System
- Communicates with landlord as needed

### **Financial Management**

- Regularly reviews financial transactions in the ReStore
- Completes weekly reconciliation of previous weeks sales and returned items, handles any discrepancies, and prepares deposits
- Develops and updates the annual budget in conjunction with the executive director
- Develops quarterly and yearly financial reports for the executive director
- Works with staff to ensure that budget projections are met
- Monitors business license, weights & measurement certification, department of toxic substances report
- Works with Habitat accountant to submit PaintCare Report
- Developing strategies to increase sales and donations

### **Personnel Management**

- Hires, trains, and manages ReStore Staff and volunteers in accordance with personnel policies, OSHA standards, and in compliance with Allevery (our HR consultant)
- Ensures that the store is adequately staffed with employees and volunteers.
- Develops and updates job descriptions for staff
- Implements and maintains personnel policies approved by the board of directors.

- Ensures that staff and volunteers are well educated about Habitat's program and local activities
- Provides direction and supervision of staff
- Address and document violations of policies and code of conduct by staff and recommend action regarding chronic or serious situations
- Facilitates a positive, team oriented environment in which all staff and volunteers are given the opportunity to achieve their full potential
- Evaluates staff performance in accordance with job descriptions and performance evaluation procedures, and issues raises within the approved budget
- Create/monitors staff schedule and employee conflicts
- Process bi-weekly payroll and manage monthly staff meetings

### **Public Relations**

- Addresses and resolves any customer complaints that cannot be handled by the ReStore Donations Yard or Sales Floor Supervisors
- Pursues public speaking opportunities to provide information about the services that the ReStore offers
- In conjunction with the Executive Director, responds to and/or addresses any positive or negative stories in the media regarding the ReStore
- Plans and executes special events for the ReStore

### **Marketing**

- Develops and oversees annual marketing budget
- Develops promotional plans to increase sales
- Develops low or no cost marketing tools
- Implements, reviews, and develops the ReStore Marketing Strategies
- Oversees the development of all marketing materials including truck wrap

### **Inventory Development**

- Develops relationships with local businesses to increase donations to the store
- Develops and implements donor recognition program
- Develops methods to enhance in-store presentation of products
- Serve as primary truck screening, scheduling and pick-up of donations
- Responsible for performing truck safety, inspections and maintenance, as well as upkeep of insurance and motor carrier permit

### **Development of Sustainable Practices**

- Develops methods to reduce waste leaving the store
- Works with staff and volunteers to develop and update recycling procedures to ensure that all recyclable materials be properly disposed of
- Ensures that any toxic materials are properly handled and disposed of
- Develop and monitor purchased products.
- Maintains an exceptional commitment to environmentally sound practices
- Develops creative events/programs that enhance the reusability of products

**Education:**

- Bachelor's Degree
- A minimum of 5 years of experience in Management
- Knowledge of and proficiency in Word, Excel, Google email, calendar, drive, meets, and Zoom.

**Skills and Abilities Required:**

- An understanding of, enthusiasm, and ambassador for the affiliate and mission of Habitat for Humanity
- A positive "can do" attitude, enthusiasm and strong customer service orientation
- Ability to show attention to detailed policies and procedures in the office and field environments
- Ability to show personal accountability and professionalism
- Ability to apply a wide degree of creativity, latitude, and resourcefulness
- Ability to respect confidential information of staff, volunteers, homeowners, and donors
- Ability to hold high ethical standards, good judgment, integrity, diplomacy, and tact
- Ability to be self-motivated and work independently as well as collaboratively building effective working relationships with co-workers, volunteers, homeowners, donors and partners
- Ability to manage multiple tasks, stay organized, prioritize, meet deadlines and follow-through
- Ability to work a flexible schedule to accommodate ever-changing needs
- Ability to use all types of office equipment, including computers and related software

**Qualifications:**

- Ability to operate within an organized budget and implement changes as needed
- Excellent calendar, record keeping and attention to detail skills
- Excellent verbal and written communication skills
- Ability to prepare clear and concise oral and written reports
- Ability to analyze data and project future trends
- Program Development experience
- Community Outreach experience
- Must pass Criminal Background Check and Sexual Offender Check
- CPR and First Aid Certified

**Reports to:** Executive Director

**Typical Work Schedule:** Typically Monday - Friday; 9:30AM - 9:30PM. Also requires monitoring of surveillance system, hours fluctuate as needs arise (volunteers, register software upgrades and other issues etc)

**Hourly Wage or Salary:** \$50,000 - \$60,000

**Physical Requirements/Working Conditions:**

*(Office positions)* Physical requirements are those that are present in normal office environment conditions and infrequency may involve light to moderate lifting. Duties may include evening and weekend work to meet organizational needs and volunteer coordination.

Additional Physical Actions may include driving, standing, repetitive manual action - PC keyboard input, and bending. In general, this position will work in an office environment.

*(ReStore positions)* Physical requirements are those that are present in a warehouse setting without air-conditioning or central heating, and in an office setting where heating and air conditioning are available. One may also be subject to traveling to and from various work sites in the company truck. One must have visual acuity to review written documentation; ability to hear and understand speech at normal room levels and on the telephone; and manual dexterity to operate a telephone.

Additional Physical Actions: Standing, bending, lifting, climbing, crawling, working on uneven slippery surfaces, and standing or sitting for prolonged periods of time.

**Licenses and/or Certificates Required:**

- Candidates must possess a valid California Driver's License and be insurable under the affiliate's policy and meet the State's minimum automobile insurance requirements
- Must pass Criminal Background Check and Sexual Offender Check
- CPR and First Aid Certified
- Participate in ReStore 101 training

**Overall:** This job description is not intended to be an exhaustive list of all duties and responsibilities. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time.

The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship.

Habitat for Humanity of Butte County is an equal opportunity employer and does not discriminate based on race, color, creed, religion, sex, sexual orientation, national origin, age, familial status, or ancestry.

Please sign, verifying that you have read and understand the above information.

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Employee

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Date

