

# ReStore Assistant Manager

Position/Title <b>ReStore Assistant Manager</b>	Reports To: ReStore Mgr. (direct); Executive Director (indirect)	<b>Salary Range/Grade Level</b> Non-Exempt Full-Time Tuesday - Saturday
Principal Objective of Position: To lead area of focus in Habitat Restore and support Restore Manager in daily operational duties.	<i>This job description indicates the general level and nature of work expected of the incumbent. It is not a comprehensive list of specific duties or activities associated with the position. Staff member must be able to complete all job functions of the Restore Assistant Manager, be in good physical condition, be able to stand for long periods of time and able to lift 50+ lbs. without assistance. Staff members must have reliable transportation and a valid driver's license is preferred. Staff member also must be able to lead, delegate, work as a team &amp; independently. Staff member must be able follow instructions without constant/direct supervision. The staff member may be asked to perform other duties as assigned.</i>	
Principal Areas of Responsibility	<p>Provide expertise for the sales floor and leadership to staff &amp; volunteers of the Habitat Restore. Under the direction of the ReStore Manager, the Assistant Manager is responsible for supervision the sales floor &amp; stockrooms &amp; operations in its entirety – even if also given specific areas of responsibility – including pricing, merchandise processing, stocking, customer &amp; donor experience, cleanliness &amp; sanitation, cash register operation, and donation quality assurance. Assistant Manager also is responsible for ensuring that the donation procurement schedule is being made and followed. Assistant Manager is responsible for ensuring the ReStore has a constant and consistent presence on social media channels. Assistant Manager will be accountable to the ReStore Manager for weekly goals, priorities, or areas where help is needed. The Assistant Manager will be responsible for making decisions while to ReStore Manager is away. All employees must work efficiently, eliminating idle time and disorganization. Employees will be asked to execute various projects that assist with the sales and support of the store. All projects are to be 100% completed within the stated time frame and budget.</p> <p><b><u>Primary duties of the Assistant Manager are as follows:</u></b></p> <p><b>Running in-store independently on a day-to-day basis, coordinating with the ReStore Manager and the donation procurement team, and supporting the strategic direction and vision of the ReStore Manager.</b></p> <p><b>Opening/Closing:</b> Assistant Manager must be responsible enough to open &amp; close the establishment, following set policies &amp; procedures implement by management. Counting down the cash register, properly recording on daily log sheets, accessing safes, maintaining proper materials at the sales register counter, securing the facility, and following other policies &amp; procedures set by management.</p> <p><b>Cash Register:</b> Assistant Manager must perform cash register duties with 100% accuracy according to policies set forth in the cash management policy. Cash handling will be accurate and efficient. Associates are responsible for maintaining accurate drawer, dropping excess funds, and ensuring change.</p> <p><b>Point of Sale:</b> Assistant Manger is responsible for overseeing the appropriate use of any ordered point of sale or inventorying system/software</p> <p><b>Merchandising &amp; Displaying:</b> Staff members are involved with stocking, displaying, and organizing store products and furniture on a daily basis in order to create the most pleasant look. Store floor must be free from clutter, old merchandise, debris and/or dirt.</p> <p><b>Advertising:</b> Assistant Manger is responsible for ensuring the ReStore has a constant and consistent presence on social media, sharing what merchandise is in the store, what donations are desired, and what special events/sales are going on.</p> <p><b>Customer Service:</b> Under direction of Manager, drive sales to assigned department. This is accomplished through special promotions, add-ons, etc. Provide assistance to customers throughout the store with both purchases and selection. This includes assisting in donation drop offs, answering the store phone calls, assisting customers with finding merchandise, loading bulky merchandise in or on to customer's vehicles, and a general pleasant atmosphere for all shoppers &amp; donors.</p> <p><b>Volunteer Management:</b> Distribute tasks, supervise, and manage performance of volunteers (civic or court-ordered), homeowners-in-progress, and externally funded work programs. Assure that volunteers have ample tasks that can be matched with skills, history, and willingness. Volunteer productivity is the responsibility of the Sales Floor Specialist. Staff members must address issues of noncompliance to Manager at first occurrence of issue or grievance.</p> <p><b>Stock Room:</b> Donations should be labeled, cleaned and/or sanitized, and stocked within a timely manner of receipt. Assists donors with donations including answering back door, assisting donors with unloading, and ensuring tax deduction receipts are filled out properly &amp; given to donor. Donated items should be sorted from trash/ recyclables, holiday/ storage items properly boxed and secured for back stock or transport to offsite location(s). All items must be cleaned and/or sanitized, following set policies &amp; procedures set by management. Items must be in the best condition as possible before it's placed on the sales floor. All items must be priced, using fair market tactics &amp; policies that are shown in Pricing training. Items of value will be notified to management for advice, insight, and research before a price is determined. Staff members must ensure that items do not remain in processing area longer than one week without the guidance of Restore Manager. Staff members will be responsible for ensuring all storage areas are neat and free from excessive or longstanding items on the floor, bins, or shelving.</p>	

**Operations, Safety, and Donation Quality Assurance:** Create & complete *daily* task list to ensure all areas of store & surrounding property are clean and well maintained. All staff members are to assist in cleaning and maintaining key areas of the store including but not limited to remote warehouse, back room, rear of store, sales floor, storage closets, bathroom. Garbage and non-sellable merchandise will be disposed of properly and timely. Ensure that donated merchandise is effectively and properly cleaned & sanitized, based on policies & procedures set by management. Also ensure store is clear and easy to shop with not tripping or safety hazards present. Hazardous area should be corrected and shown to management. Safe practices will be observed by all employees to include proper lifting, correcting any safety issues on the spot and proper use of all equipment. Report unsafe or maintenance issues immediately to management.

**Work Environment.** Maintain a positive work environment with colleagues and positive communication at all times. No engagement in water cooler chat to staff, donors, volunteers, or management. Be involved with the Restore team through constant communication, positive attitude and the willingness to help others. Meet with Restore staff when meetings are coordinated and all staff members monthly to ensure communications are strong and obstacles are addressed. 100% ethical fulfillment of personnel documentation & all duties. Assist in special events when asked.

**Secondary Duties are as follows:**

**Warehouse:** staff member must maintain the overall appearance & productivity of the warehouse. In detail, this includes stocking merchandise in an orderly & efficient manner, keeping a record or inventory of merchandise being stocked at the warehouse, and making sure that the warehouse facility & facility grounds are free of garbage, trash, junk, and debris.

**Other duties as assigned. Perform all other duties as assigned by management.**

I have received my job description and have read, understand and have the ability to perform the tasks in this job description without restrictions. I also understand the aspects of my job duties and criteria for annual review.

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Signature

Date