



ReStore Manager Job Description

Palouse Habitat for Humanity ReStore Mission: Generate revenue to support Palouse HFH's home build and repair programs, offer an affordable local option for home improvement materials, and promote a reduce-reuse-recycle culture in our community.

Palouse Habitat for Humanity Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

Position Summary: The ReStore Manager works to achieve the ReStore mission. The Manager builds relationships within the community to secure donations and raise awareness of Palouse HFH's mission in the community. The Manager oversees all operations of the ReStore, provides a safe and positive work environment for staff and volunteers, and a high-quality experience for donors and shoppers.

Duties and Responsibilities include, but are not limited to:

1. Promote the mission of Palouse HFH (PHFH) and the ReStore.
2. Ensure a quality experience for shoppers, donors, volunteers, Habitat homeowners, and staff. Ensure a safe, secure and clean work, donating and shopping environment.
3. Oversee management of paid team members and volunteers. Recruit volunteers in conjunction with the Outreach Coordinator. Ensure clear and consistent communication among team members using email and team meetings. Ensure volunteers receive an orientation and safety briefing.
4. Help drive donations and sales to further the ReStore mission. Oversee store marketing and promotion, including traditional and digital media. Working with the PHFH Marketing team, design and carry out advertising campaigns to raise the store's visibility in the community, and build the donor and customer base. Build relationships with community tradespeople, business groups, churches, donors and others to help drive quality donations to the ReStore.
5. Ensure quality inventory and display. Oversee staff responsible for merchandise displays so they are safe and designed to maximize sales. staff follow Habitat for Humanity International

(HFHI) guidelines for donation acceptance and train donation receiving team members to ensure a quality donation stream.

6. Ensure the physical integrity of the building. Oversee staff responsible for maintenance and repairs. With the Executive Director, budget for needed repairs or improvements.
7. Manage ReStore books and sales records. Complete a daily close out and bank deposit. Work with PHFH bookkeeper to maintain sales, accounting and banking records for the ReStore. Ensure appropriate computer systems are in place to track donor and sale data, and use that data to guide marketing and donation recruitment.
8. Participate in training, including HFHI webinars and conferences to stay current with HFHI policies and ReStore best practices. Build relationships with other ReStore managers to provide mutual support of the mission.
9. In conjunction with the Executive Director and PHFH Board, implement and update policies and procedures to ensure the safety and productivity of all aspects of the ReStore.
10. Submit a monthly written report to the PHFH Board of Directors (BOD). Attend the monthly BOD meetings quarterly or as needed. Provide the PHFH BOD an annual report at the end of each fiscal year and complete the annual HFHI ReStore report.
11. Comply with HFHI Policies, the HFHI ReStore Operating Manual, PHFH policies and handbooks, and applicable federal and state laws.

Required skills and characteristics:

1. High standards of personal and professional integrity and accountability.
2. A minimum of three years experience in retail store operations, with demonstrated history of excellent customer service, cash controls, performance management, merchandizing, budgeting, store safety, inventory control, and successful team management.
3. Familiar with construction and home renovation materials. Knowledge of building materials and tools, especially as it relates to DIY renovation and repair work.
4. Strong leadership, interpersonal and communication skills. The ability to cultivate a workplace culture of honor and respect.
5. Strong problem-solving skills and the ability to function effectively and comfortably in a fast-paced and sometimes high-stress environment.
6. Able to function successfully within a leadership team.
7. Proven attention to detail and follow through on initiatives.
8. Comfortable with digital technology, including computer and internet, Microsoft Office Suite, point of sale systems, video security systems, and common social media platforms.
9. A valid driver's license and the ability to drive a 14' box truck. Able to consistently arrive at work on time.
10. Ability to safely lift and position up to 50 pounds, and occasionally more with assistance. Job may involve ladder and stair climbing, bending, kneeling, twisting and reaching, possibly in awkward or tiring positions. Some time will be spent standing, walking and otherwise assisting customers.

11. High School Diploma or equivalent
12. Pass background and sex offender checks.

Preferred skills:

- 1) Post-high school training and experience in business management.
- 2) Experience working with and managing volunteers.
- 3) Experience in a thrift store environment.

Position:

- 1) Pay depending on experience. Range between \$20 - \$24/hr
- 2) Benefits include:
 - a. health insurance (w/ vision and dental)
 - b. paid vacation and holiday leave (including federal holidays, and a week each at Thanksgiving and Christmas)
- 3) Member of the leadership team and reports to Executive Director
- 4) Oversees Assistant Manager, Receiving Manager, Pick-up and Delivery crew, and ReStore volunteers
- 5) Hours: 40 hours a week, Tuesday-Saturday
- 6) Open until filled.
- 7) Location of work: 308 N. Main Street, Moscow Idaho
- 8) Send resume and cover letter to:

Jennifer Wallace, Executive Director
Palouse Habitat for Humanity
PO Box 3054
Moscow, ID 83843
Director@palousehabitat.org

Palouse Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin or disability.

12/7/23 JW