

The two Essex County Habitat for Humanity ReStores are important staples in the community, providing the public quality new and gently used home furnishings and building materials at a discounted price. Through donations from businesses and individuals, all sales proceeds directly fund the home build projects in Essex County, making the financial success of the ReStore all the more critical to the community and organization.

The Lawrence ReStore is looking for a creative and seasoned Store Manager to drive the next level of excellence through the introduction of increased operational structure and rigor and an overall commitment to incremental and continuous improvement. The Store Manager will report directly to the ReStore Director.

The right candidate will thrive in a dynamic environment and be a hands-on pacesetter and support system to a diverse staff of dedicated employees and volunteers. Balancing all financial responsibilities and a small amount of administrative tasks, the Store Manager will focus on creating a shopping-friendly culture focused on swift donation processing and pricing, a thriving social and ecommerce presence, merchandising, and relationship management with customers, donors, vendors, staff and volunteers.

As a two-store Habitat for Humanity Affiliate, the Lawrence Store Manager will work closely with the ReStore Manager in Peabody to strive for consistent operations where feasible and leverage the synergies and differences between locations.

Detailed responsibilities include, but not limited to:

### **Inventory Management**

- In coordination with the Donation Manager, develop long-term, collaborative relationships with corporate donors, contractors, community-based trade/business groups, individuals and other business operations to secure donations and raise awareness of Habitat's mission.
- Develop and implement procurement plan for soliciting donations and winning support of potential suppliers and donors.
- Represent the ReStore and lead in soliciting donations of furnishings and building materials.
- Identify new purchased product lines; develop sales forecasting for purchased product lines and ensure products do not comprise more than 15% of gross profits.

### **Manage ReStore Operations**

- Oversee all retail operations and ensure consistent, smooth and efficient operations.
- In cooperation with the ReStore Director and Finance Manager, create store budget; support and manage the budget and operational decisions with documented financial analysis to include: profit margins sales per square foot in total, cost per donation

pickup, ROI of marketing expenses to sales, expenses as a percentage of sales, and inventory management.

- Ensure the ReStore Director is regularly informed on the status of Habitat ReStore with attention paid to problem areas, project status, and extraordinary events.
- Identify and initiate opportunities to reduce expenses and create increased operational efficiencies.
- Supervise maintenance of facility and equipment.
- Supervise ReStore staff and volunteers and conduct performance reviews for both, reinforcing core values and fostering a positive work environment.
- Provide training resources to staff to support them in their positions and enable them to direct store operations and function without the presence of the Manager.
- Orient staff and volunteers to the mission of Habitat for Humanity, the ReStore's role and responsibility, and their commitment to providing a high level of customer service.
- Provide reports on store performance or strategic projections as needed. Financial reports to include inventory turnover, discounts, and returns, earnings per store per open hour, earnings paid per employee hour and net cash to organization forecasting.
- Develop and oversee the development of and maintain necessary policies and procedures for store operations, pricing, donation drop off and pick up, inventory, sales, salvage, material acquisition, etc.
- Prepare annual ReStore budget as well as monthly general reports and financial expenditure and personnel/payroll reports.

### **Marketing and Communications**

- Coordinate the development and expansion of a comprehensive advertising and marketing program in conjunction with Marketing Director.
- Represent the program through personal contacts and public speaking engagements.
- Network with the other Habitat ReStores and local thrift/resellers.

### **Requirements**

- BA or BS preferred; equivalent work experience will be considered.
- Three to five years of related experience in retail operation and management required.
- Experience supervising staff required, developing outreach mechanisms, new markets and networking plans.
- Must be goal and data driven, results-oriented and committed to the organization's effort to expand the Habitat mission in Essex County.
- Self-motivated individual with the ability to function both independently and as a team member.
- Excellent organizational skills, ability to multi-task when faced with competing deadlines and priorities with timely and consistent attention to detail and follow up
- Excellent oral and written communications and interpersonal skills with the ability to manage sensitive and confidential material with integrity.

- Demonstrated ability to effectively utilize technology MS Office and QuickBooks or another purchasing program such as Thrift Cart.
- Maintain a consistent professional image through dress, actions, and relationships with others, modeling Christian principles and Habitat values.

### **Physical Demands**

The Store Manager is expected to assist the staff in performing the store functions and therefore, must be able to lift up to 50 pounds regularly and up to 75 pounds occasionally. Position also requires frequent bending, squatting, lifting and repetitive motion.

Logistics:

Full time, Exempt

Tuesday-Saturday

Salary: Up to \$47,000 DOE

Competitive Benefits