ReStore Manager

Essex County Habitat for Humanity

Location: 647 Andover Street, Lawrence, MA 01843
Reports to: Executive Director
Schedule: Tuesday–Saturday, 9:00 AM–5:00 PM
Salary: $60,000–$70,000 annually, commensurate with experience
Classification: Exempt

Position Summary

The **Habitat ReStore Manager** is a dynamic leadership role responsible for the overall strategic direction, daily business operations, and financial performance of the Habitat for Humanity ReStore. This position uniquely blends retail management with non-profit community outreach. The Manager oversees a fast-paced retail operation that sells donated building materials, furniture, and home appliances to generate revenue that directly supports Habitat for Humanity's affordable housing mission.

Key Responsibilities

Retail Operations & Financial Performance

- Lead daily ReStore operations and establish priorities that support sales, profitability, customer service, and mission impact.
- Drive retail sales performance to meet or exceed monthly and annual net revenue goals.
- Develop and manage the annual ReStore operating budget in collaboration with the Executive Director.
- Monitor operating expenses, utilities, petty cash, and other store-related costs.
- Oversee the point-of-sale system, cash handling, daily register reconciliation, financial recordkeeping, and secure bank deposits.
- Monitor key retail performance indicators, including sales, inventory turnover, margins, and other operational metrics.
- Prepare monthly financial summaries, operational dashboards, and retail performance reports for organizational leadership and the Board.
- Identify opportunities to improve operational efficiency, revenue generation, and the overall financial contribution of the ReStore to the Habitat mission.

Inventory, Donations & Logistics

- Oversee the donation intake and pickup process, including scheduling, routing, vehicle coordination, and safety compliance.
- Develop and maintain efficient systems for receiving, screening, cleaning, sorting, pricing, processing, and displaying donated merchandise.
- Ensure inventory moves efficiently from the receiving area through processing and onto the sales floor.
- Establish pricing strategies that balance customer value, inventory turnover, and revenue goals.

- Lead sales-floor organization and visual merchandising to maximize customer engagement, inventory turnover, and revenue per square foot.
- Maintain effective loss-prevention, inventory-control, and security procedures.
- Ensure donated materials are handled, stored, and displayed safely and appropriately.

Staff & Volunteer Leadership

- Recruit, interview, onboard, train, mentor, schedule, and evaluate ReStore employees.
- Establish clear expectations for performance, customer service, safety, attendance, and teamwork.
- Build and maintain a strong volunteer program that provides meaningful and well-organized opportunities for individuals, businesses, community groups, and corporate teams.
- Match volunteers with assignments that make effective use of their skills and interests.
- Provide safety orientations, regular safety briefings, and ongoing training for employees and volunteers.
- Foster a positive, inclusive, team-oriented workplace in which employees and volunteers are encouraged to contribute their skills and achieve their full potential.
- Address employee concerns, workplace issues, and customer feedback promptly, professionally, and in accordance with Essex County Habitat for Humanity's policies and values.

Community Partnerships & Donor Development

- Establish and maintain strong relationships with local contractors, businesses, developers, realtors, suppliers, and other community partners.
- Develop commercial and nonprofit relationships that generate ongoing donation opportunities and bulk material donations.
- Cultivate relationships with corporate donors and community organizations to strengthen the ReStore's donation pipeline and volunteer base.
- Work collaboratively with marketing and organizational leadership to promote ReStore sales, special events, community donation opportunities, and environmental initiatives.
- Educate customers, donors, volunteers, and community members about how ReStore purchases and donations support local affordable housing.
- Promote the ReStore as both a valuable community resource and an important component of Habitat's environmental sustainability and landfill-diversion efforts.

Collaboration with Habitat Construction Operations

- Work closely with the Construction Manager and Site Supervisors to identify opportunities for resource sharing between the ReStore and active Habitat construction projects.

Required Qualifications

Experience: Minimum of 2–3 years of successful retail management, thrift-store leadership, donation logistics, warehouse operations, or a related field. Experience with building materials, home improvement products, warehouse operations, or construction-related retail is highly preferred.

Business & Technical Skills: Demonstrated ability to manage budgets, retail margins, expenses, inventory, and sales performance. Experience with point-of-sale systems, inventory-management software, and standard productivity tools such as Microsoft Word, Excel, and Outlook. Familiarity with retail promotions, merchandising, staff scheduling, and operational planning. Basic familiarity with construction materials, tools, furniture, appliances, and home improvement products.

Leadership & Communication: Demonstrated ability to recruit, train, motivate, and manage employees and volunteers. Ability to work effectively with people from diverse backgrounds and with varying levels of experience. Strong interpersonal, communication, organizational, and problem-solving skills.

Mission Alignment: Genuine commitment to Essex County Habitat for Humanity's mission and to expanding access to affordable housing. Appreciation for community development, reuse, sustainability, and landfill diversion. Ability to communicate the connection between ReStore operations, community partnerships, environmental responsibility, and Habitat's affordable housing work.

Logistics: Valid driver's license and clean driving record. Forklift, box-truck, warehouse, or similar material-handling experience is a plus.

Physical Requirements

- Routinely lift, push, pull, carry, and move furniture, appliances, building materials, and other donated items weighing up to approximately 50–75 pounds.
- Stand, walk, bend, reach, for extended periods on a concrete retail floor/warehouse environment.
- Work in varying facility temperatures and weather conditions, including exposure to changing conditions on the loading dock.

Success in the Role

Success in this position will be demonstrated through a combination of strong financial and operational performance, effective staff and volunteer leadership, excellent customer and donor relationships, a healthy and reliable donation pipeline, safe and efficient store operations, and a measurable contribution to the mission of Essex County Habitat for Humanity.

Interested applicants should upload cover letter, resume & 3 professional references to:
https://www.essexcountyhabitat.org/careers/