

POSITION DESCRIPTION

HABITAT FOR HUMANITY OF WILLIAMSON COUNTY

Position: ReStore Director

Classification: Exempt

Status: Full-Time Employee

Reports to: Executive Director

Evaluation: Annual within last quarter of fiscal year

General Responsibilities: The Habitat ReStore mission is to generate revenue through the sale of donated and reclaimed building materials, appliances, furniture and tools to support the activities of Habitat for Humanity of Williamson County. The ReStore Director is responsible for managing all phases of the ReStore program. The director is responsible for the overall operations of each ReStore.

Specific Responsibilities

Cultivate Support with Partners in the Community/ Marketing and Community Relations

- Oversee sustained network development to expand the scope of Habitat ReStore activities and develop long-term, collaborative relationships with community-based trade/business groups, churches, and donors
- Work with internal and external resources to positively promote the HFHWC ReStore program, each ReStore and the affiliate
- Introduce the program to potential materials donors and obtain donations for the ReStore and other HFHWC programs as appropriate
- Identify potential opportunities for partnership with other HFHWC programs
- Work with HFHWC Executive Director, Resource Development Director and other staff to ensure consistent messaging on each marketing campaign, mission wall, brochure and other informational material/medium
- Represent program through personal contacts and public speaking engagements/presentations
- Network with other Habitat ReStore Directors/Managers

Oversee ReStore Operations

- Oversee all aspects of the retail stores
- Complete any and all duties of daily ReStore operations when needed
 - Work on the sales floor of each HFHWC ReStore at least 2 hours each week
 - work in the warehouse of each HFHWC ReStore at least 2 hours each week
- Responsible for donations, sales and profits of each HFHWC ReStore to further the affiliate's mission, vision and core values
- Ensure each store is fully stocked with product to sell
- Ensure the development and consistent implementation of policies and procedures for ReStore operations, sales, salvage, material acquisition, e.g., pricing, donation in-take and processing, customer service, and reporting
- Oversee operations management, including consistent, safe and positive development of staff (paid and volunteer) in order to provide a high-quality donor and customer experience
 - Provide independent program management and results by building and leading a successful team
 - Ensure training is provided to staff (paid and volunteer)
 - Enhance the organization's culture by reinforcing core values and fostering a positive work environment.
 - Supervise ReStore staff (paid and volunteer) and conduct performance reviews for paid staff annually
 - Ensure implementation of volunteer recruitment, training, scheduling, retention and appreciation to meet program goals
 - Provide cross training to ensure coverage of each ReStore during all operating hours
 - Ensure staffing (paid and volunteer) is in place for all ReStore activities and to meet all ReStore goals
- Identify and initiate opportunities to reduce expenses and create increased operational efficiencies
- Ensure completion of all scheduled and as-needed maintenance of each facility and all vehicles/tools/equipment

Complete Administrative Duties in a Timely Manner

- Develop and manage individual store budget and support the budgets and operational decisions in cooperation with the Executive Director and Accountant
- Provide reports on store performance or strategic projections regularly and as needed

- Ensure the Executive Director is regularly informed on the status of each site with specific reporting on problem areas, project status and extraordinary events
- Ensure the submission of all reports (financial, staffing, performance indicators, etc.) as requested/required by the Executive Director
- Respond to audits and funding agencies as requested

Create and Maintain Connection of HFHWC Mission and ReStore Activities

- Ensure each volunteer and paid staff member can effectively share the HFHWC Mission and Vision
- Participate in HFHWC planning and visioning
- Interact with other HFHWC program directors and administrative staff to meet goals and objectives

Requirements

- Understand and actively support the mission, vision and core values of HFHWC
- Possess above-average written and verbal communication skills
- Be able to effectively present HFHWC, and specific ReStore, information to various sized audiences
- Possess strong problem-solving skill and the ability to work in a fast-paced team environment
- Be detail-oriented and able to work independently
- Interact positively and fairly with all kinds of individuals and remain consistent in keeping a professional demeanor
- Communicate effectively and professionally with donors, customers, staff, co-workers, and the community at large
- Travel to each HFHWC ReStore as needed but no less than once each week to meet above stated goals
- Be able to lift up to 50 pounds
- Experience frequent bending, squatting, lifting and repetitive motion
- Be available for varied and flexible work hours; some weekend and evenings required.
- Utilize MS Excel, Word, PowerPoint; donor database and other software as needed

Experience, Education and Licensure

- Knowledge of retail sales, marketing, salvage and environmental management issues
- Minimum of 3 years of related experience in retail operation and management
- Demonstrate independent responsibility for program management
- Documented results of building and leading successful staff teams
- BA or BS preferred; however, equivalent work experience will be considered
- Valid driver's license and reliable transportation are required