



*An Equal Opportunity Employer working in a drug-free environment*

**Position:** ReStore Assistant Manager for Sales Floor Operations

**Classification:** Salary (exempt)

**Status:** Full time

**Supervisor:** ReStore Associate Director

**Date last Update:** January 2023

**Salary Range:** TBD

**SUMMARY:** The ReStore Assistant Manager for Sales Floor Operations is responsible for assisting the Associate Director with the management of the ReStore's day-to-day operations. They will supervise, train, and motivate volunteers on a daily basis. The responsibilities include, but are not limited to: ReStore operations, customer service, donation management, volunteer performance oversight, safety, security, and maintenance of the facilities and ReStore property. The Assistant Manager must ensure that all donors, customers, and volunteers have an excellent experience at the ReStore. Duties outside of the scope outlined below require the approval of the ReStore Associate Director or Director.

### **Primary Responsibilities and Performance Measurement Factors**

Responsible for daily oversight of all Sales Floor and Warehouse operations:

- Display, arrangement of items and best utilization of space
- Maintain cleanliness of the store, warehouse, and restrooms
- Manage customer concerns in consultation with the Associate Director
- Assist with monitoring and controlling shrinkage by implementing theft prevention measures and inventory controls
- Ensure compliance with safety and building code standards
- Assist with inventory input and reconciliation
- Maintenance and security of all facilities
- Assist with purchasing of new product and inventory reporting
- Order all Store supplies
- Assist with implementation and maintenance of personnel policies
- Reserve and suggest merchandise for Ecommerce postings

### **Shared Team Operational Responsibilities**

- Ensure that a quality in-store/customer service experience is provided
- Ensure that all merchandise is properly cleaned, priced, and inspected prior to stocking
- Daily operation of the store including opening and closing.
- Stock New Merchandise
- Schedule and manage inquiries relating to donation pickups and drop offs
- Properly screen all drop-off donations
- Ship E-Commerce purchases
- Post inventory on social media and respond to inquiries

- Schedule and manage inquiries relating to donation pickups and drop offs
- Serve as a backup Donations Ambassador in the event of temporary staff shortages
- Monitor donation email account Tuesday-Saturday
- Conduct Volunteer Orientations
- Provide adequate training to volunteers/staff
- Create a positive work environment for volunteers
- Assist with maintaining policies and procedures relating to daily operation (eg, cash management, cash reconciliation, inventory acquisition, inventory control, donor tracking, and human resources)
- Assist with monitoring systems for daily cash transactions and deposits
- Providing accurate accounting of daily receipts
- **Other duties as assigned by ReStore Associate Director and Director**

## Qualifications

### Required

- High School Diploma or GED
- Valid Driver's License with a good driving record
- Access to personal transportation
- Ability to safely lift at least 50 lbs. on a regular basis (Our store sells and moves mostly furniture)
- Ability to spend majority of the day standing or moving. Work may require climbing ladders, considerable standing, bending, kneeling, and reaching in awkward and tiring positions.
- Proficient with MS Office Suite (Outlook, Excel, Word, Publisher)
- Strong organizing and merchandising skills
- Excellent customer service skills
- Ability to work independently
- Strong written and oral communication skills
- Commitment to the mission of Passaic County Habitat for Humanity

### Preferred

- Minimum of 2 years of leadership experience in a retail sales environment
- Experience leading teams of volunteers
- Experience with computerized POS systems
- Beginner level Spanish skills is a plus!