

Job Description: Habitat Store Manager

Position: Store Manager – Smokey Point Habitat Store
Department: Smokey Point Habitat Store
Reports to: Retail Operations Director
Position Type: Full-Time, Non-Exempt
Schedule: 40 hours/week (Tuesday through Saturday)
Compensation: Starting @ \$22/hr, paid training, paid time off, health insurance, dental insurance, HSA spending/reimbursement account.

Summary

Habitat for Humanity of Snohomish County (HFHSC) brings people together to build homes, community and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability and self-reliance they need to build better lives for themselves. Habitat seeks individuals who have an eagerness to affirm these principles and values.

The Habitat Store supports and promotes the mission of HFHSC and generates revenue through the sale of donated surplus building materials and household items to support HFHSC's operating budget. The store facilitates recycling, minimizes landfill waste, provides low-cost home improvement items, and increases Habitat's visibility in the community.

The Store Manager will work under the direction of the Retail Operations Director and alongside other members of the retail team to ensure store operations are running smoothly, procedures are in place, and that sales profits are being maximized through strategic pricing and product placement. The Store Manager leads by example in attitude, knowledge, and productivity to promote a positive store environment where all staff, volunteers, donors and customers feel welcomed, appreciated, and respected. The Store Manager is responsible for helping to ensure the store is operating safely and effectively, customers and donors are consistently given a high level of customer service, and that volunteers are provided with a rewarding and positive experience.

Key Responsibilities

- Manage day-to-day operations of the store, including supervision of staff and volunteers and the delegation of tasks to provide an efficient and profitable work environment
- Work on the sales floor directing staff and volunteers in the organizing, pricing, and sales of donated materials.
- Greet donors while receiving, processing, and tracking donations at the donation center
- Interact with customers on a daily basis; staying aware of sales trends, regular customers, and to solve any situations that may require managerial input
- Ensure that the store is a safe place to work for both volunteers and staff. This includes the regular maintenance of equipment, facility, materials and storage safety
- Provide administrative support, such as answering phone calls and inquiries regarding the store and donations and/or performing data entry, emailing, and filing.
- Operate cash register/POS, customer service, balance transactions and bank deposits at the end of the day
- Opening and closing the store along with other duties as needed.

- Manage all aspects of store operations, including: maintaining policies & procedures, department layouts, pricing strategies, ordering supplies, and overseeing all other store operations.
- Oversee the acceptance, pricing, storage, placement, and sales of donated items.
- Foster a positive, cooperative, and fulfilling environment for all staff, volunteers, donors, and shoppers.
- Maximize store bottom line contribution to Habitat for Humanity of Snohomish County using sound business practices and the highest ethical standards.
- Establish and maintain relationships within the community with potential and existing donors, including contractors, suppliers, individuals, businesses, community and church groups to increase quality and quantity of merchandise donations
- Provide exemplary service to shoppers, donors, and workers, personally setting the highest standards in all areas
- Help identify solutions to issues that may arise relating to operations so that the smooth running of the store is optimally maintained.
- Work with Retail Operations Director and other store managers for donation acceptance protocol, including better ways to save donations and merchandise from the waste stream
- Be the primary contact for coordinating commercial donation pickups, with volunteer assistance, to the store
- Attend store management meetings and give reports on the progress of the store. This may include developing daily “check-in” and weekly meetings with staff, volunteers and management as needed
- Any other duties needed to help drive our vision, mission and abide by our organization’s values

Staff and Volunteer Management:

- Ensure staff and volunteers deliver outstanding service in a way that reflects HFHSC’s mission and values.
- Responsible for store volunteer orientation, training, management, and retention.
- Audit weekly schedules of store staff and volunteers and help fill empty shifts with other volunteers as needed
- Facilitate a positive, team-oriented environment through regular interaction and occasional volunteer appreciation activities.
- Spend time on the sales floor working with volunteers, staff, and customers.
- Educate volunteers on policies and procedures, equipment, and workplace safety guidelines.
- Motivate, monitor, support and supervise volunteers, including special needs volunteers.
- Record and report volunteer hours with accuracy and in a timely matter.
- Perform employee personal performance improvement plans and annual reviews along with the Retail Operations Director.



We build strength, stability, self-reliance *and* shelter.

You are a Good Fit if you:

- Have 1-3 years of experience in the field of retail, retail management and/or customer service
- Have 1-3 years staff supervisory experience
- Have a strong passion to make a difference in the community
- Have strong interpersonal skills and ability to communicate positively and effectively with customers, volunteers, donors, and fellow employees.
- Have the ability to work independently and as part of a team with energy, enthusiasm, and persistence.
- Have the ability to handle challenging situations with composure tact and defuse problems as they arise.
- Have proven organization and time management skills including the ability to manage multiple tasks and projects simultaneously and produce high quality results quickly and on time;
- Have critical problem-solving skills with the ability to adapt to rapidly changing conditions with unexpected shifts in priorities.
- Have the ability to safely operate store equipment such as hand trucks, dollies, pallet jack, and other hand and power tools
- Have the ability to safely lift 50 pounds. Job requires bending, kneeling, and reaching sometimes in awkward or tiring positions. Bulk of time will be spent standing, walking, and otherwise assisting customers.
- Have proficient knowledge of Microsoft Office and Point of Sale (POS) systems
- Can dress appropriately, have a neat appearance and wear store logo and/or nametag.
- Background check required

Habitat for Humanity of Snohomish County is an Equal Opportunity Employer

HFHSC is committed to a diverse and inclusive workplace. We do not discriminate on the basis of race, ancestry, national origin, religion, age, gender, gender identity, sexual orientation, protected veteran status, physical or mental disability, or on the basis of any other federal, state/provincial or local protected class.

How to Apply

To apply, send a cover letter, resume and three references to: jobs@habitatsnohomish.org

