

Sisters Habitat for Humanity
Store Director
Job Description

Reports to: Executive Director
Status: Full-time Exempt
Range: \$32,000 - \$48,000 DOE
Consults with: Executive Director, Store Committee and other staff
Direct Reports: ReStore Manager, Thrift Store Assistant Manager, Store Volunteer Coordinator, Driver

Store Mission:

The ultimate responsibility of the Store Director is to ensure that the mission of the Stores is being met. This mission has four basic components:

- Provide long-term stable funding source to support Sisters Habitat for Humanity
- Provide a resource for community members who need economical household items
- Provide a means by which community members can recycle usable furniture, appliances and building materials, thereby decreasing pressure on the landfill
- Provide both volunteers and participating families with an opportunity to be involved with Habitat for Humanity in a rewarding and meaningful way

The Store Director will provide overall supervision and leadership for both the Thrift Store and the ReStore. The Store Director will be responsible for all facets of Thrift Store operations (serve as Thrift Store Operations Manager). The Store Director will create a single store team of staff and volunteers to ensure the mission of the stores is being met. The Store Director will ensure a smooth transition from a two store concept to one store operations, and ensure steady and sustainable growth in all areas of the Stores. Must be available evenings and weekends as needed

Qualifications:

- BA or BS preferred; equivalent experience will be considered
- Five years or more organizational, retail, business, or equivalent experience required
- Ability to bring people together to work toward a common goal
- Business management experience preferred, professional demeanor
- Physical Requirements: Must be able to lift up to 30 lbs., stand, squat, bend, climb ladder, and climb in/out of truck

Responsibilities:

Operations

- Responsible for daily scheduling and supervision of staff and volunteers
- Supervise maintenance of facility and equipment
- Oversee systems that ensure the safety of Store volunteers and customers
- Oversee systems that ensure the safety of inventory from theft or destruction
- Develop and implement annual marketing plan which includes promotions and sales
- Attend Sisters Habitat Staff Meetings

Policies and Procedures

- Assure compliance with policies and procedures manual
- With Store Committee, update manual on an annual basis
- Ensure financial safeguards are followed to manage the handling of money in the store

Store Advisory Committee

- Establish a Store Advisory Committee with representation from both stores
- Coordinate monthly Store Advisory Committee meetings
- Recommend policy and procedures updates for consideration by the Store Advisory Committee

Finance

- Monitor income and expenses to ensure they are within budget levels
- Work with ED and finance committee to develop the annual budget for the Habitat Stores

Personnel

- Working with the Executive Director, hire and fire staff as necessary
- Supervise Store staff and conduct annual performance reviews

Volunteer Management (with Store Volunteer Coordinator):

- Work with Volunteer Coordinator to ensure that each store is appropriately staffed with volunteers
- Ensure adequate training is provided to staff and volunteers including, safety and customer service
- Ensure staff and volunteers are oriented to the mission of HFH and the Stores' role and responsibility
- Develop job descriptions for all volunteers who will work in the Stores
- Ensure sweat equity opportunities are available to homebuyer families
- Ensure that Stores' volunteers feel appreciated and that they are recognized

Thrift Store Operations Manager Responsibilities:

The Thrift Store Operations Manager will be responsible for the following:

1) Inventory

- A. Ensure that both the quality and amount of inventory is maximized
- B. Oversee any donation pick-ups ensuring that they are of good quality and that there is space for the delivery
- C. Oversee system to accept and process inventory
- D. Ensure that donors receive receipts for their contribution

2) Merchandising

- A. Ensure that inventory is displayed in a logical and organized way that encourages customers to make purchases
- B. Ensure that inventory is displayed in such a way that is neat, tidy and safe
- C. Ensure that inventory is cleaned and priced before it is displayed for sale

5) Customer Service

- A. Ensure customers and donors have a positive experience in our store
- B. Create a positive culture of gratitude among the volunteer crew

3) Staff and Volunteer Management

- A. Supervise Store Staff and volunteers to ensure that the work of the store is being done
- B. Ensure that all staff and volunteers are sufficiently trained for their positions
- C. Ensure that Store volunteers feel appreciated and that they are recognized for their incredible contributions to the store
- D. Assist with volunteer recruitment

4) Money

- A. Close out the till at the end of the day and deposit funds at the bank
- B. Follow financial controls as outlined in the fiscal safeguards policy

6) Administrative Structure

- A. Participate in Store Committee Meetings
- B. Implement policies set by the Store Committee
- C. Attend Store staff meetings as required