



# Habitat for Humanity<sup>®</sup>

of Wake County

*Serving Wake and Johnston Counties*

## ReStore ASSISTANT MANAGER

### Job Description

Department: ReStore Location: 1352 N Main Street, Fuquay-Varina, NC 27526

Supervisor: ReStore Manager

#### SUMMARY:

The ReStore Assistant Manager (RAM) is jointly responsible for all day to day operations of the ReStore. The RAM will be expected to leverage available volunteers to accomplish daily tasks in an efficient manner. In addition, the RAM will be responsible for store projects that will be assigned to her/him as needed within the store and must provide excellent customer service to donors in the back, customers on the sales floor, and to regular volunteers.

This is a paid full-time hourly (non-exempt) position reporting directly to the ReStore Manager. RAM will likely spend on average at least five days per week, Monday–Saturday with one day off in between. (40 hr/wk with 8 hr days). Saturdays will be required.

#### ESSENTIAL FUNCTIONS:

##### Operational Responsibilities:

- To co-manage day to day operations of the ReStore; this would include supervision of staff and volunteers and the delegation of tasks to provide an efficient and profitable work environment.
- To work in all areas of the store directing volunteers in the receiving, pricing, and sales of donated materials. This will at times include lifting, truck driving, and leading projects within the store.
- To interact with customers on a daily basis; being aware of sales trends, regular customers, and to problem solve any situations that may require managerial input.
- To create and sustain a long term committed staff for the ReStore.
- To ensure that the ReStore is a safe place to work for both volunteers and staff. This includes the regular maintenance of vehicles and equipment as well as facility, materials and storage safety.
- To help ensure that the store is properly covered by staff during hours of operation and to schedule staff and oversee the scheduling of volunteers.

##### Financial Accountability:

- To accurately track and report financials.



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- To ensure that cash outs happen at least daily and that any irregularities are explained.
- To work with the Manager to analyze store sales and profitability.
- To work within the budget as clearly as possible for expenses and to make every attempt to meet sales projections.

## Expectations:

- To be courteous and professional in all interaction.
- Communicate effectively with people of diverse backgrounds.
- To learn about Habitat for Humanity of Wake County and the ReStore, and be able to communicate our mission and purpose to volunteers and customers.
- To be dedicated to working in and promoting a team environment.
- To be willing to work within the guidelines of Habitat for Humanity.
- To lead in maintaining an atmosphere within the Restore that encourages and fosters an open sharing of ideas, concerns, and hopes.
- To possess the ability to have grace and humor under pressure.

## KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- A strong belief in the organization's mission, goals and accomplishments
- Ability to communicate clearly and concisely both internally and externally
- Excellent customer service etiquette and attitude
- Energized in an atmosphere that fosters sharing new ideas and initiatives
- Ability to have grace and humor under pressure
- Strong organizational skills will be required.
- Ability to independently prioritize tasks in a fast-paced and dynamic environment is essential.
- Ability to manage volunteers and keep them engaged with those tasks.

## PHYSICAL REQUIREMENTS:

- Ability to lift over 50 lbs continuously. Work environment will require employee to be on feet all day and repetitive stooping, twisting and bending actions should be expected.

## MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:



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- College Degree or four-year experience working in customer service, retail management, reuse, construction, and/or trades is preferred.

#### APPLICATION PROCESS:

- If interested, please e-mail a cover letter and resume to: [edmundoyanez@habitatwake.org](mailto:edmundoyanez@habitatwake.org) and [lee.alexander@habitatwake.org](mailto:lee.alexander@habitatwake.org)

NOTE: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.