



## Assistant Manager North Calgary ReStore

**Type:** Full-time  
**Reports To:** Restore Manager, North Calgary ReStore

### About the Habitat for Humanity ReStore

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, building materials at 40-60% below regular retail prices. Products are donated by households and businesses in the community, and the proceeds from the sale of these products support Habitat for Humanity in southern Alberta. With revenues exceeding \$3 million annually, the ReStores in Calgary and Medicine Hat address an important community need, support environmental responsibility, and together, make up one of the largest ReStore operations in Canada.

### Purpose:

The Assistant Manager assists with the overall operations of the ReStore North store. This role focuses primarily on customer service and donation product flow. It is also responsible for donor tax receipting, using POS system with procurement of products donated and other related statistical data, plus managing/assessing overall customer satisfaction levels. The Assistant Manager will assume leadership of the store in the absence of the Manager and will build and maintain strong relationships in the community as they pertain to corporate and residential donors and store customers. They are to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

### Key Responsibilities:

- Provide leadership and overall management to the North Calgary Restore when Manager is absent.
- Directly responsible for warehouse team, dispatch and appliance technicians.
- Screen potential donations for suitability and inspect received donations to ensure they are in sellable condition.
- Maintaining health and safety work environment.
- Oversees, monitors, and ensures customer service and satisfaction.
- Prepare warehouse receiving area to accept products and manage space for incoming donations.
- Oversee safe and secure loading and unloading of shipments.
- Price product appropriately and competitively following ReStore pricing guidelines.
- Enter donations and donors into ReStore database for accurate reporting, tracking and tax receipting.
- Ensure product is appropriately prepared, clean and ready for the sales floor.
- Collaborate with the donations team in all ReStore locations about moving inventory.
- Work with the Manager, Business Relations to coordinate major donations from businesses.
- Contributes to employee performance management, including ongoing feedback, reviews and recognition.
- Control inventory levels; audit purchase orders to ensure products are entered into correct department, vendors, and pricing is competitive and correct amounts are recorded.

## Qualifications:

- Proven excellent customer service experience and skills.
- Ability to regularly adapt to changing needs and growth within the organization.
- Excellent problem-solving, decision-making skills.
- Ability and experience using a computer effectively for data entry and management, reporting and email communications.
- Effective communication, planning and organization skills.
- Able to communicate with colleagues and staff effectively providing feedback.
- Good general knowledge of home improvement and construction products, furniture and appliances.
- Ability to work under pressure in a fast-paced environment.
- Minimum two year of warehouse experience.
- Certification in WHIMIS and First Aid is an asset.
- Able to lift 50 pounds independently, more with a partner.
- Able to work flexible schedule including evening and weekend hours.
- Valid Class 5 Alberta Drivers Licence.
- Forklift operation training considered an asset.
- Understanding of building materials, basic home renovations and major appliances considered an asset.

## Application Deadline: January 7th, 2019

Please send your resume and cover letter to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca)

*The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.*