



Director, ReStore Operations

ABOUT US

Habitat for Humanity (“Habitat”) is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta (“HFHSA”) is one of the only affordable home ownership providers in southern Alberta that addresses a critical need and gap in our community services – helping hardworking families struggling to do their best with what they have by creating housing stability. HFHSA helps families build strength, stability and independence through affordable home ownership. Through HFHSA, kids can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood.

With the help of sponsors, donors, community partners and volunteers, HFHSA builds quality homes and helps families enter the housing market by [purchasing homes through our affordable mortgage](#) program. Habitat homeowners build their own homes alongside experienced staff and volunteers; and purchase their homes with a no down-payment, no-interest mortgage, giving them financial stability to build better futures. Their monthly mortgage payments are used to build more homes for more families, creating a cycle of paying-it-forward and a sustainable financial model. [Home ownership builds long-term stability and independence for families](#), while offering [lasting, tangible benefits to our entire community](#).

HFHSA is fortunate to have one of the largest and most successful ReStore operations in Canada. The ReStore is a social enterprise that sells new and gently used furniture, appliances, and building materials. Products are donated by businesses and households, and the proceeds from sales help support HFHSA operations. With four retail outlets (two in Calgary, one in Medicine Hat and the eStore), our ReStores are a large enterprise with more than 40 staff and revenues targeted at over \$5M, contributing \$1.5M to HFHSA’s mission.

HFHSA was established in 1990 and works in the communities of Airdrie, Brooks, Calgary, Carstairs, Cochrane, Cremona, Didsbury, High River, Medicine Hat, Okotoks, Olds, Pincher Creek and Sundre. We currently manage a portfolio of approximately 250 families, with an annual new construction program building approximately 20 – 25 new homes a year at an annual spend of \$6M in construction. [To date, we have partnered with close to 300 families](#), affecting the lives of more than 900 children.

ABOUT THE POSITION

Reporting directly to the Vice President Finance, Administration & ReStore, the successful individual will be a key member and lead of the ReStore Leadership Team. They will develop, implement, and oversee HFHSA’s ReStore operations, talent management, business operations and product procurement processes and programs with a focus on product acquisition, sales performance, training and development and employee relations. The Director, ReStore Operations will support the ReStore Managers to foster a work environment and employee experience that is aligned with HFHSA’s values, culture and being a best place to work.



Key Accountabilities

Leadership

- Lead the HFHSA ReStore Leadership Team by establishing the direction and strategy of the ReStores and aligning with the overall strategic direction of the organization.
- Participate in the development of strategic ReStore plans and the determination of priorities as well as action plans.
- Design, implement and execute programs and processes that support the development and growth of ReStore success.
- Coach leaders and support employees to effectively use the various programs and processes available to them to achieve personal and organizational goals.
- Establish strong relationships by building and maintaining trust with individuals at all levels of the organization.
- Create a collaborative environment whereby Managers can celebrate organizational success, resolve internal challenges, and receive key organization messages.
- Track progress against plans, define appropriate metrics for measuring effectiveness and prepare reports.
- Research opportunities to improve current processes, procedures, and trends to develop recommendations and present options for consideration to improve overall ReStore success; and
- Lead and/or participate in special projects and assignments as required.

Talent Acquisition and Retention

- Recruits, orients, and trains ReStore Managers ensuring they have the knowledge and tools to perform their jobs in a safe and supportive environment.
- Conducts performance discussions with ReStore Managers providing coaching, mentorship, and succession planning to enhance both personal and professional growth.
- Establishes and monitors ReStore staff orientation and training program in conjunction with the ReStore Managers, including appropriate health and safety policies and procedures.

Business Operations

- Establish and communicates sales goals, department performance, and sales opportunities with ReStore Managers.
- Continually seeks out innovative solutions toward increasing sales volume, decreasing expenses thus improving financial results.
- Manages, in collaboration with the Marketing team, the strategic marketing plan for ReStore operations within the scope of the approved ReStore budgets, policies, practices, and procedures.
- Provides an effective and supportive channel for donors, volunteers, and families.
- Annual operational budgeting for multiple locations in collaboration with ReStore Managers.
- Annual review of staffing plans for entire ReStore operation.



- Monthly review and analysis of P&L statements, staff turnover, product category leaders, customer satisfaction surveys and other KPIs as required.

Product Procurement

- In conjunction with store managers, determines the market demand for specific used and surplus building materials.
- Tracks, analyzes, and acts, as needed, to improve store performance by securing high-demand product acquisition channels in collaboration with the Manager, Business Development.
- Monitors top-selling categories and ensures procurement plans reflect trending sales.
- Supports ReStore Managers by ensuring all materials donated are of resale quality.
- Establishes donation procurement targets that support sales goals as set by the annual budget

ABOUT YOU

- You are an innovative business professional who is comfortable challenging convention, being bold and setting the pace for others to follow.
- You have a minimum of 10 years in a leadership role in a customer service focused industry with at least 5 years experience in a senior leadership role leading large teams (30+ staff) in multiple locations.
- Preference will be given to candidates with post-secondary education in business, an MBA would be considered an asset.
- You have demonstrated analytical and problem-solving skills with an ability to analyze data, understand trends and develop recommendations for action based on the analysis.
- You have effective leadership and coaching skills and an ability to build trusting relationships with senior leaders, staff, and key stakeholders to support organizational success.
- You can develop and execute effective and right-sized tactics from overall strategy.
- You possess the initiative, enthusiasm, and motivation to achieve results with a natural focus on team and business excellence.
- You have the creativity and ability to recognize and leverage opportunities.
- You have a proven ability to work in various ways depending on the task requirements, and to actively adapt priorities to meet a variety of timelines.
- You take your work seriously, but not yourself.

LOCATION

This position will be based in Calgary, Alberta.

Application Deadline: Friday, August 19, 2022

Please apply with a resume and cover letter to jobs@habitatsouthernab.ca.

Habitat for Humanity Southern Alberta is an Equal Opportunity Employer

Job Type: Full-time



Selected candidates will be contacted for interviews. We thank you for your interest.