

Store Manager

South Calgary ReStore

Reports To: Managing Director, Southern Alberta ReStores
Direct Reports: Customer Service Supervisor, Customer Service Lead, Customer Service Associates, Warehouse Lead, Warehouse Associates.

Company Profile:

The Habitat for Humanity ReStore sells new and gently used furniture, appliances, building materials at 40-80% 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 Manager is responsible for the overall operations of the Calgary South ReStore. Included in this is the recruitment, selection, and performance management of staff and volunteers. Additionally, the daily functions of this retail operation include ensuring store performance, cash control, inventory, tax receipting, security, and customer service. This role will build and maintain strong relationships in the community and store customers and is to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

Responsibilities:

Leadership

- Recruits, orients and trains all employees and volunteers, ensuring they have the knowledge and tools to perform their jobs in a safe and supportive environment with support of the Customer Service Supervisor.
- Prioritizes and coordinates work activities, for the store including scheduling of employees and volunteers, ensuring the store is adequately staffed to perform the work required.
 - Recognizes the critical role for volunteers in the store's operation and takes positive steps to develop and nurture these relationships.
 - Schedules full and part-time staff while evaluating all time off requests.
 - Entering all schedules into ADP and completing payroll.
- Provides consistent supervision, including coaching and mentorship, to enhance both employees' and volunteer's personal and professional growth.
- Trains and orients staff on retail operations and strong understanding of health and safety requirements, measures and evaluations.
 - Ensures appropriate training, monitoring and reporting regarding appropriate health and safety policies and procedures.
- Acts as the HFHSA ambassador in Calgary to maintain positive working relationships with employees, volunteers, donors, Habitat homeowners and the public.
 - Responsible for effectively handling complex or difficult situations to a successful resolution.
- Conducts monthly and ad hoc staff meetings to provide a collaborative environment whereby employees can celebrate success, resolve internal challenges and receive key organization messages.

Store Operations

- Project income targets and completes ReStore budget on an annual basis; functions within approved budget.
- Ensures point of sale system is correctly populated and timely reports are generated.
- Communicates and monitors sales goals, department performance, and sales opportunities with staff.
- Continually monitors and implements customer service procedures to ensure exceptional customer experience.
- Oversees warehouse operations, ensuring a clean and safe workspace is maintained and donations are accepted within HFHSA ReStore criteria.
- Ensure all donated products are of resale quality and are priced effectively to generate the greatest timely financial results.
- Ensure accuracy of donation reports and issue tax receipts to drop off donations.
- Arranges transfer of product from Calgary DC based on store need
- Executes and manages local store marketing programs in collaboration with the marketing department.
- Manages issues relating to sub-contract of store maintenance and cleanliness.
- Opening and closing of store, as required.

Finance and Administration

- Monitors systems to ensure point of sale transactions and deposits are accounted for, accurate and deposited.
- Maintains and improves physical location structure to enhance operations, marketing and storage of products in accordance with existing lease agreement and occupational health and safety standards.
- Reports sales performance targets, variance analysis and other metrics to the Managing Director, Southern Alberta ReStores.
- Work with the Managing Director, Southern Alberta ReStores to ensure legal compliance with all municipal, provincial and federal requirements with regards to the store.
- Implements and monitors ReStore and Habitat for Humanity Southern Alberta policies and procedures.

Decision-Making

- This role must consult with the Managing Director, Southern Alberta ReStores:
 - To authorize any financial transaction that is outside of budget or unusual.
 - Before final warning or dismissal of staff.
 - Prior to changing or adding any significant initiative or operational emphasis.
 - About any significant issue or concern with the local municipality, stakeholder or donor.
 - Employee leave of absence (Short-term/ Long-term).
- This role must inform the Managing Director, Southern Alberta ReStores:
 - About any operational challenges or information MDSAS might need to know.
 - About any concern with an employee, volunteer, donor or customer.
 - Process or initiative opportunities or challenges.
 - Any cash shortages over \$50.
 - Store promotions and events.

Skills & Qualifications:

- A minimum of 4 years' management experience in a customer service focused field. Not-for-profit and retail experience considered an asset.
- Leads by example; instilling a positive attitude to staff and volunteers.
- Proven leadership, team building and customer service skills.
- Exceptional interpersonal, motivational and communication skills.
- Capacity to solve problems and leverage resources in a dynamic environment.
- Ability to effectively teach and develop others.
- Competent organization and prioritization capability in a fast and unpredictable environment.

- Front-end management operational experience as well as procurement, receiving and inventory management.
- Proficient at creating reports, analyzing data, determining conclusions and providing recommendations.
- Experience with computer applications, including Word, Excel, Outlook and an inventory management software is essential. Salesforce CRM system experience desired.
- Knowledge of DIY (do it yourself) building projects and materials.
- Must have a vehicle and minimum Class 5 license.
- Certification in First Aid.
- Some travel will be required within the geographical boundaries of Southern Alberta.

Physical Requirements

- Ability to lift 50 pounds.
- Ability to spend most of the day standing or moving about store.
- Variable shift work including weekends.
- Hours of work may include more than 40 hours in a week at times.
- Operate basic warehouse equipment, including pallet jacks, hand trucks and dollies.
- Must be able to pass a physical assessment.

Application Deadline: Friday, July 3, 2020

Please send a resume and cover letter to 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.