

Position Profile
Manager – Full Time
ReStore Calgary South

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 \$4 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.

ReStore is looking for people who want opportunities to develop and grow, take initiative and work well within a team environment! We are currently looking for a Full-time Assistant Store Manager. Habitat for Humanity Southern Alberta ReStore's value their employees and provides a comprehensive and competitive benefit program including:

- Competitive Wage
- Full Time Hours
- Health & Dental Benefit Program
- Sick Days
- Starting 3 Weeks Equivalent Vacation Time
- Employee & Family Assistance Program

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. Sales-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:

- Capable of lifting 50 lbs.
- Ability to spend the majority of the day standing or moving around the warehouse/store.

- Open availability during store hours.
- Operate basic warehouse equipment, including pallet jack, hand trucks and power tools.

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 Assistant Manager.
- 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.
 - Oversees the scheduling of full and part-time staff while evaluating all time off requests.
- 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 and monitoring regarding appropriate health and safety policies and procedures.
- Acts as the HFHSA ambassador in Southern Alberta 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 daily 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.
- Works with Assistant Manager to ensure all donated products are of resale quality and are priced effectively to generate the greatest timely financial results.
- Executes and manages local store marketing programs in collaboration with the marketing department.
- 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 MD.
- Work with MD to ensure legal compliance with all municipal, provincial and federal requirements concerning the store.
- Manages issues relating to sub-contract of store maintenance and cleanliness.



HOME IMPROVEMENT OUTLET

- Implements and monitors ReStore and Habitat for Humanity Southern Alberta policies and procedures.

Application Deadline: November 6, 2021

Please send your 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.