

## eStore Manager – Full Time

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 eStore Manager** to run our eStore.

Habitat for Humanity Southern Alberta ReStore's value their employees and provides a comprehensive and competitive benefit program including:

- Benefit Program.
- Sick days.
- (3) weeks paid vacation time (equivalent to weekly hours worked).
- Employee & Family Assistance Program.

### Key Responsibilities:

- Efficiently and effectively operates our eStore website: <https://restoreestore.ca/>.
- Digitally photographs, prices and displays online products specifically selected for the eStore.
- Curates the eStore website so that it is visually appealing, and products are arranged in the appropriate categories to facilitate customer browsing and sales statistics reporting.
- Works with Marketing on overall design and unique promotional opportunities.
- Adheres to all established brand guidelines and HFH partnership directives as they pertain to online promotion of donated product.
- Fulfills customer orders both online and assisting with transfers and customer load outs.
- Professionally responds to customer inquiries and comments in a timely manner.
- Maintains the eStore area in a clean and organized fashion.
- Works with the Distribution Centre to ensure a steady supply of appropriate products are selected to sell through the eStore.
- Submits weekly and annual reports of measurable sales statistics.
- Assists the South Store Management with sales floor and receiving coverage as needed.
- Works with the Distribution Centre and ReStore Management to promote and bolster sales of unique and bulk products.
- Adheres to all relevant safety procedures and policies.
- Other duties as assigned.

**Skills/Qualifications:**

- Proven excellent customer service experience and skills.
- Patience and good listening skills when dealing with customers.
- Takes great pride in completing a job with accuracy, proficiency and effectiveness.
- Proven communication, interpersonal, conflict resolution and problem-solving skills.
- Excellent data and computer skills; specific experience with ecommerce and specifically, Shopify would be an asset.
- Able to create reports, analyze data and determine conclusions.
- Excellent organizational, administrative, and time management skills.
- Prioritize effectively and communicate well with others.
- Capacity to work under pressure in a fast-paced environment.
- Experience with social media is considered an asset.
- Knowledge of DIY (do it yourself) building projects and materials.
- Certification in both WHIMIS and First Aid.

**Physical Requirements:**

- Capable of lifting 50 pounds independently, more with a partner.
- 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.

**Application Deadline: December 4, 2023**

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