



ReStore Assistant Manager - Temporary

Type: Full-time Temporary (Maternity Leave Coverage - 1 year)

Reports to: ReStore Manager

About Habitat for Humanity

Habitat for Humanity is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta ("Habitat") is one of the only affordable home ownership providers in Southern Alberta, addressing a critical need in our community – helping families achieve housing stability.

Through Habitat, 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, Habitat builds quality homes and helps families enter the housing market by purchasing homes through our affordable mortgage program.

Habitat is also 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 with three retail outlets, the ReStores are a large enterprise, contributing \$1.6 M annually to Habitat's mission.

Success at Habitat is when the entire organization works together to dramatically increase impact, while having fun and learning along the way. The culture at Habitat involves no ego driven mandates and is built on passion and purpose.

Purpose:

The ReStore Assistant Manager supports the ReStore Manager in driving sales, delivering excellent customer service, and maintaining operational excellence. This role helps lead the team and volunteers, ensures merchandising and customer service standards are met, and upholds company policies and brand standards. The Assistant Manager will build and maintain strong relationships in the community, is to be an ambassador for the organization, and must represent Habitat for Humanity Southern Alberta in a professional manner. At all times. The ideal candidate is a working, hands-on leader with strong communication skills, a focus on results, and the ability to thrive in a fast-paced retail environment.

Key Responsibilities:

Sales and Customer Experience

- Coach and mentor associates and volunteers on service standards, and product knowledge to meet and exceed sales/donation targets.
- Resolve customer issues promptly and professionally; model exceptional service on the sales floor.
- Monitor conversion, average transaction value and productivity.



Team Leadership and Development

- Support hiring, onboarding, scheduling, and performance management of Customer Service Associates, Keyholders, and volunteers. Assists the Manager with input on employee performance for reviews, management or recognition.
- Responsible for volunteer integration, scheduling, directing, and training of volunteers ensuring appropriate customer service delivery to all customers.
- Provide real-time feedback, recognition, and corrective coaching; lead daily morning meetings and training.
- As necessary, and in the absence of the Manager, serve as Manager-on-Duty (MOD), setting pace, delegating tasks, and ensuring accountability.

Operations and Compliance

- Oversee opening/closing procedures, cash handling, deposits, and register accuracy.
- Manage receiving, transfers, and shrink control.
- Ensure compliance with safety, loss prevention, and company policies; maintain a clean, organized store.

Merchandising and Presentation

- Organize floor vignettes, promotions, and seasonal transitions according to brand guidelines.
- Optimize product placement based on sales trends and sell-through; ensure pricing accuracy and signage.
- Monitor inventory levels and communicate replenishment needs to maximize availability.

Planning and Reporting

- Analyze daily/weekly performance reports; identify opportunities and action plans.
- Support labor planning and scheduling to meet traffic and budget targets.
- Contribute to store meetings and communicate priorities and results to the team
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Qualifications:

- **Experience:** 5+ years in retail, including 2+ years in a supervisory or keyholder role.
- **Skills:** Strong leadership, coaching, and communication; proficiency with POS systems, Secure Retail (an asset), and basic Excel/Google Sheets; proven ability to drive sales and manage targets and performance.
- **Competencies:** Customer-focus, results-driven, organized, adaptable, and calm under pressure.
- **Physical:** Ability to stand/walk for extended periods and lift up to 50 lbs, as required.
- Operate basic warehouse equipment, including pallet jack, hand trucks and power tools.

Schedule and Work Environment

- Hours: Full-time; must be available for a flexible schedule including weekends, holidays, and peak periods.



- Environment: Fast-paced retail setting with regular customer interaction and back-of-house tasks.

Success Metrics

- Sales performance: Meeting/exceeding store sales, conversion, and targets.
- Service quality: Customer satisfaction scores and repeat customer/loyalty growth.
- Operational excellence: Merchandising, shrink reduction, audit scores, and compliance.
- People outcomes: Team and volunteer engagement, reduced turnover, timely completion of training.

Compensation and Benefits

- Competitive base pay.
- Health and dental insurance; paid time off; employee discount, casual dress

Please send your **cover letter and resume in one PDF file** to jobs@habitatsouthernab.ca with ReStore Assistant Manager in the subject line.

Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Please note that only those candidates selected for an interview will be contacted.