



ReStore Store Manager

Title: ReStore Store Manager

Reports to: ReStore Director

Location: Hartford, CT

FLSA Status: Exempt, Full-time (40 hrs/wk) Tuesdays-Saturdays

Salary: Starts at \$45,000.00; competitive benefits

Position summary

Lead Habitat for Humanity North Central CT's ReStores in Bloomfield, CT. Oversee the daily operation of the ReStore from opening to closing, training and leading staff of 6+ people and all other store operations. The ReStore Manager is responsible for the acquisition, marketing, and sale of quality donated building materials and home goods. Ensuring the store runs safely, effectively, and efficiently.

Key Responsibilities

Essential Customer Service Functions:

- Promote donations, drive sales and profits of the ReStore to provide sustainable funding to support Habitat for Humanity North Central Connecticut's mission.
- Establish and maintain relationships with existing donors, including contractors, suppliers, individuals, businesses, community and church groups to increase quality and quantity of merchandise donations.
- Oversee the effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, donation pickups, and other special events.
- Work in partnership with affiliate staff to train and engage volunteers in meaningful ways.
- Train new volunteers and staff to deliver high quality, consistent customer service experience in the ReStore and ensure issues are professionally resolved and reported in a timely bases.
- Greet walk-in customers
- Assist customers, by phone or on the sales floor

- Ensure customers are assisted with purchases, as needed
- Maintain product knowledge and up-to-date information on sales events
- Consistently provide an exceptional level of both internal and external customer service
- Be an effective team member when working with staff and volunteers

General Operations Management

- Supervise ReStore Staff
- Open and close the ReStore
- Reconcile the cash register daily
- Ensure all donations are cleaned, priced, and ready for the sales floor
- Ensure all slow-moving merchandise is marked down per policy
- Ensure the sales floor is safe and accessible for customers
- Order purchased product as needed (never more than 10% of inventory or 15% of sales)
- Post work schedules and assignments in a timely manner
- Manage volunteer groups
- Follow instructions and report to ReStore Director

Qualifications & Experience Required:

- Demonstrates commitment to Habitat's mission.
- Effective communication and listening skills.
- Attention to detail.
- Self-starter with the ability to work both independently and with staff and volunteers.
- Ability to provide directions and training to staff and volunteers.
- Ability to relate to a diverse population.
- Requires the physical ability to sit, walk, and/or stand for prolonged periods of time.
- While the ReStores are smoke-free and temperature controlled, some of the work may be in non temperature-controlled conditions or outdoors.
- The position requires persons who are able to safely lift at least 50 lbs on an occasional basis.
- Valid driver's license with good driving record.
- At least 5 years of experience in retail/resale.
- At least 3 years of experience in management position or leadership certification.
- Experience in volunteer management or supervision.

- Ability to utilize Microsoft Office suite and other computer programs.
- Familiar with POS systems.
- Strong problem-solving skills.

Preferred

- Bachelor's degree
- Certifications in management
- Experience managing a small team or mentoring interns/volunteers.
- Bilingual (English & Spanish)

Core competencies

- Excellent communicator and collaborator
- Strategic thinker who can also execute day-to-day
- Data-driven with a creative mindset
- Strong attention to detail and brand stewardship

KPIs (examples)

- Ability to stay within budget
- Meeting or exceeding sales goals
- Positive volunteer survey responses

How to apply

Send resume to jahaira@hfncc.org with subject line "ReStore Manager — [Your Name]".

The Habitat for Humanity ReStore exists to support Habitat for Humanity North Central CT's overall mission by selling donated, new, and gently used building materials and home goods. The revenue generated helps to fund the construction of affordable homes and promotes community development and sustainability. The ReStore helps to divert items from landfills and provide access to affordable home supplies for the community while building a foundation for families to achieve strength, stability, and self-reliance through homeownership. Visit hfncc.org to learn more.