

Position Description

Classification

Exempt

Reports to

ReStore Manager

Summary/Objective

The ReStore Assistant Manager is responsible for providing exceptional customer service to all donors, supporters, team members, and volunteers. This position oversees the sales floor to ensure all customers' questions are answered and all merchandise is clean and priced. This position will additionally assist in working the register and credit card machine.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Be an Ambassador for Habitat and the ReStore's mission by supporting our efforts to maintain extraordinary relationships with all donors/customers/volunteers.
2. Assist in opening and closing the ReStore during normal hours of operation.
3. Greet and serve our ReStore clients in a friendly and professional manner by assisting them with their purchase decisions.
4. Accurately process all cash, check and credit card sales transactions.
5. Supervise and maintain a safe, clean and orderly store and register area.
6. Work with ReStore Manager to timely price all new merchandise being placed in the store for sale utilizing accurate department codes, dates, price guns and price tag options.
7. Assist in the management of ReStore volunteers and their duties.
8. Accurately complete all administrative tasks to include, sold tags, donation receipts and store credits.
9. Coordinate and communicate effectively with the Director of ReStore Operations.
10. Maintain positive working relationships with all staff, volunteers, Habitat homeowners and donors.
11. Any other reasonable tasks requested by the Director of ReStore Operations and ReStore Manager.

Competencies

1. Strong customer service orientation.
2. Outstanding verbal and written communication skills.
3. Enjoy working with diverse client base.
4. Professional, enthusiastic, mission driven personality.
5. Ability to handle and defuse challenging situations with tact.
6. Committed to a safe, secure work environment.
7. Detail-oriented with the ability to manage multiple tasks in a fast paced environment.
8. Ability to work independently and in team environments.
9. Maintains confidentiality of information.
10. Familiarity with building materials and furniture.

Position Description

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a retail environment. This role routinely uses standard retail equipment such as price guns, cash register, hand trucks, phones, and pallet jack.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands, reach with hands/arms, listen and communicate. The employee must be capable of lifting and/or moving up to 30 pounds on a necessary basis, occasionally required to stand and walk for long extended periods of time, climb or balance and stoop and kneel.

Position Type/Expected Hours of Work

This is a full-time hourly compensated position working approximately 40 hours a week. In the event the employee is required to work in excess of 40 hours in a single work week overtime compensation will be paid. Flexibility is necessary for occasional attendance at evening meetings, and preparation for special events.

Education, Experience and Attributes

- 3 to 4 years of retail experience
- Ability to read, analyze, and interpret general business information.
- Ability to speak and write English fluently.
- Understands how to separate and combine tasks into efficient work flow.
- Builds constructive and effective relationships.

Other Duties

Please note this job description is designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

HfHPC is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

I agree to the fullest extent of my knowledge that the above description depicts my daily functions in my position.

Employee Name (Please print)

Employee Signature

Date: _____