



## **ReStore Manager**

Full Time

Reports to: Executive Director

Work Days: Tuesday – Saturday

Work Hours: varies

Salary: DOQ Benefits include health, PTO, Simple IRA

### Summary

This position oversees the store operations, solicitation, marketing, finance, and staffing of the ReStore. The Manager's role is to build the ReStore asset by enacting effective policies and systems within the store, and to cultivate donors, volunteers, and paying customers outside of the store. The Manager will be responsible for supervising volunteers, implementing and enhancing processing and merchandising procedures, and promoting the ReStore and its mission through in-store promotions, displays, and strong customer service.

### Primary Responsibilities:

- Works closely with community to develop and maintain donor base for store donations.
- Develops marketing/advertising programs to build/sustain donor programs.
- Builds and improves upon store's visibility in the community through advertising, special events, and programs
- Hires and trains new staff, with approval of Executive Director and NHFH ReStore Committee
- Establishes pricing policy and processes for store merchandise
- Prepares the annual operating and marketing plans of the ReStore, with the Executive Director, for review and approval by the ReStore Committee and the NHFH Board of Directors
- Represents the ReStore before various local and community groups
- Provides briefings relative to activities to the ReStore Committee and Executive Director
- Screens offers for donations for acceptable/not acceptable donations and arranges for pick up of donations as needed
- Develops pricing guidelines and enforces them
- Determines store price reduction events (with ReStore Committee)
- Ensures that all areas of the store/offices are clean and safe
- Provides monthly reports of sales activities, expenses, projects and public relations to the NHFH Board of Directors
- Inspects house salvages for items to be removed and to be left on site
- Reports ALL donations received for acknowledgement purposes to NHFH office
- Documents any difficulties for Restore Committee to address

## Secondary Responsibilities

- Prepares grant reports as needed
- Ensures adherence to safety and security practices and procedures
- Monitors sales and donation data
- Oversees the intake of donated building materials through proper screening, processing, pricing, stocking and recognizing donors
- Oversees organization and proper display of merchandise on the sales floor
- Implements and maintains personnel policies approved by the Board of Directors
- Creates a friendly shopping environment and make sure all issues are handled in a professional manner
- Provides customer service support when needed
- Manages volunteers who staff the ReStore
- Ensures that all ReStore volunteers have an opportunity for meaningful service work
- Conducts annual staff reviews, including reviews for volunteers
- Develops and maintains relationships with other ReStore Managers
- Develops a customer list to send notices/bulletins/alerts of new items and to update NHFH website
- Works closely with ReStore Committee to ensure success of the program

## Critical Outcomes

- Meets annual financial plan, marketing goals, and operation goals
- Performs functions within budget allocations
- Develops and implements appropriate systems
- Builds store assets and enhances the image of NHFH
- Manages employees and volunteers for best utilization in fulfilling objectives

## Requisite Skills

- Analytical and abstract problem solving skills a must
- Ability to prioritize needs and manage time and resources accordingly
- Ability to supervise and work with a diverse volunteer base
- Able to work independently and under supervision
- Able to effectively communicate with diverse populations
- Willing to take initiative on projects
- Retail merchandising experience
- Organized and reliable
- Valid Minnesota Class D driver's license required
- Cursory knowledge of building material trade a plus

## Physical Requirements

- Able to stand on one's feet for long periods at a time