
B/CS HABITAT FOR HUMANITY
119 Lake Street, Bryan, TX 77801

Director of ReStore Operations

Department: ReStore	Job Status: Full Time
FLSA Status: Exempt	Reports To: Executive Director
Work Schedule: Tuesday - Saturday	Amount of Travel Required: 20%
	Positions Supervised: Sales manager, Drivers, Associates

POSITION SUMMARY

The Director of ReStore Operations reports to the executive director and has primary accountability for the management and operation of the ReStore. This includes the development and implementation of a strategic business plan, marketing strategy, operating plan, inventory procurement and financial management and staffing.

ESSENTIAL FUNCTIONS

Essential Functions Statement(s)

Business strategy and planning

- With input and assistance from key stakeholders, develops a comprehensive strategic business and marketing plan outlining steps for the future development and growth of the ReStore and upon approval, implements the plans.
- Periodically reviews and updates plans.

Financial Management

- Develops and seeks approval of an annual operations budget, authorizes expenditures, monitors cash flow and sales performance, and ensures updated and effective financial controls.

Operations

- Manages the daily operation of the ReStore with assistance from a combination of paid and volunteer staff.
- Hires, trains, schedules and evaluates staff performance while maintaining high standards of customer service.
- Develops policy and procedures for the operation of the ReStore, maintains accurate records of inventory and implements sound pricing practices.
- Stays current and in alignment with all policies, procedures, and relevant ReStore information from Habitat for Humanity International.

Inventory Procurement: 30%

- Develops, implements and maintains up-to-date acceptance criteria for donated materials.
- Cultivates an ongoing relationship with manufacturers, distributors, contractors, retail establishments, homeowners and others who have potential for donating materials suitable for resale.
- Organizes and maintains accurate donor records.

Marketing

- Markets the services and benefits of shopping at the ReStore to the public.
- Speaks to community-based groups, fosters and maintains effective relationships with the media, and develops advertising and promotional campaigns.

Reporting

- Works closely with the executive director, providing regular reports and updates as deemed necessary by the executive director.
- Ensures that the executive director is aware of any actual or potential problems, concerns or difficulties and seeks guidance and assistance through available resources, both internally and externally, as necessary.
- Provides calm, confident, and positive leadership throughout the entire organization.
- Assists with agency events, as needed.
- Disseminates information readily to stake holders as appropriate.
- Submits accurate reports according to deadlines.
- Cross trains with staff to ensure a steady flow of business despite absences.
- Supports adheres to and enforces core values, employment policies, strategic plan and operations manual.
- Other duties as assigned by the Executive Director.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Coaching and Development- Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Training- Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- Decision Making - Ability to make critical decisions while following company procedures.
- Judgment - The ability to formulate a sound decision using the available information.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Resource Management (People & Equipment) - Ability to obtain and appropriate the proper usage of equipment, facilities, materials, as well as personnel.
- Relationship Building - Ability to build relationships with homeowners, volunteers and co-workers.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Accuracy - Ability to perform work accurately and thoroughly.

SKILLS & ABILITIES

Experience: Required: Experience in all phases of the development and operation of a retail store. Experience in development and implementation of a strategic business plan. Experience developing and implementing financial control systems. Management experience, including scheduling, mentoring, training and providing leadership

Computer Skills: Required: Retail software, accounting systems, MS Office, point of sale systems. Preferred: knowledge of Quickbooks, Adobe Create Suite.

Certificates & Licenses: Must have a valid driver's license and be insurable under GL policy of the organization.

Other Requirements: Knowledge of and commitment to the Habitat for Humanity concept, principles and covenant. Preferred: Experience in construction and volunteer-based organizations.

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	F (Frequently)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	F (Frequently)
Crawl	O (Occasionally)	13-25 lbs	F (Frequently)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

WORK ENVIRONMENT

The work is split between inside and outside environments.

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.