
Job description

Position: Store Manager

Reports to: Executive Director

Location: Duncan ReStore- 251 Government St, Duncan Job Status: Full Time

ABOUT HABITAT FOR HUMANITY MVI:

Habitat for Humanity MVI provides the solid foundation for families to build strength, stability, and self-reliance. Affordable housing and homeownership is the platform on which a family lives out today's realities and prepares for tomorrow's transformations. Every Habitat house changes lives — our donors, our volunteers, and our future homeowners.

POSITION SUMMARY:

The Store Manager provides supervision, oversight, and management of Habitat's retail store operations to generate revenues to support the society's administration & programs. The position manages staff and volunteers, oversees sales, donations of merchandise, promotion of the store in the community and internal fiscal controls. The Manager is a member of the Senior Management Team.

ESSENTIAL RESPONSIBILITIES

Store Management & Merchandising

1. Implement procedures for store operations, including opening, and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
2. Oversees the processing of donated items, manages the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, tagging, displaying, and disposing of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
3. Manages supply inventory and co-ordinates with the Nanaimo store.
4. Experience with "point of sale," computerized sales & inventory systems.
5. Contributes to the development of annual revenue projections and meets financial goals.
6. Understands budget management; controls expenses.
7. Preparation and presentation of reports at board meetings.

Store Management

1. Collaborates and communicates with all staff and volunteers to remain consistent in policies and procedures regarding items and volunteer recruitment.
2. Adheres to all the society's policies and procedures.
3. Completes and submits all required and assigned paperwork in a timely and accurate manner.

Staff Management

1. Coordinates the hiring, supervision, training and evaluation and professional development of staff under manager's direct supervision.
2. Assesses the store's need for staff and volunteers.
3. Develops schedules for paid staff and works with the volunteers to ensure the development of a daily schedule of volunteer coverage to maintain adequate personnel at the store to accomplish tasks and respond to customers.
4. Trains and supervises store volunteers and recruitment of volunteers.
5. Provides supervision for staff as indicated on the organizational chart for the department. Supervision to include regular and ongoing monitoring of work product and work habits; performance evaluations of individual staff as required by ED; review of job descriptions as required by ED; timely reporting to ED of performance excellence or disciplinary issues.
6. Maintains current knowledge of the society's policies and procedures as they relate to personnel; educate staff on policies and procedures; take corrective action as necessary to ensure staff is in compliance.
7. Conducts regularly scheduled communication with staff to provide direction, guidance, and oversight to personnel.
8. Consults with staff and volunteers on a regular basis, addressing concerns and sharing ideas.
9. Provides timely direction and written and verbal feedback to staff.

Marketing & Promotion

1. Analyzes sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.
2. Oversees the display of merchandise inside the store to enhance the appearance and appeal of the store.
3. Fostering strategic partnerships in the community to increase brand promotion and mutually beneficial, collaborative relationships.

Customer Service

1. Provide service to internal and external customers according to standards and ensures staff and volunteers follow same standards.
2. Promote excellence in the customer service experience for all visitors to the store through staff training and focus groups.

Financial Management

Uses the society's resources (financial and non-financial) prudently.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Bachelor's degree highly preferable or equivalent retail/resale experience. Experience in retail management (2+ years) and supervision of staff (2+ years) required.
- Experience overseeing volunteers a plus.
- Reliable and trustworthy; sound decision-making skills.
- Strong verbal, writing & organizational skills.
- Proficiency in Windows, database programs, point of sale software, and Microsoft Office.
- Knowledge of budget management, bookkeeping, and projections.
- Demonstrated ability to serve customers in a professional, welcoming, and efficient manner.
- Valid BC driver's license.
- Cooperative, friendly, and helpful attitude with customers and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the store, and throughout the society.
- Ability to thrive in a flexible and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion, knowledge, and enthusiasm for the mission of Habitat For Humanity MVI and its customers.
- Ability to maintain a flexible schedule with availability to work weekends and/or evenings, as needed.
- Ability to work independently and in a team setting

ESSENTIAL PHYSICAL REQUIRMENTS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires ability to stand up to 7-8 hours per day with frequent walking, standing, bending, squatting, pulling, and pushing. Occasionally may be required to lift items up to 10 pounds to a height up to 6 feet and 11-25 pounds to a height of 3 feet. Occasionally may be required to carry items up to 30 pounds for distances up to 25 feet.

DISCLAIMER STATEMENT: This job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed in the job description provided that such duties are characteristic of the position.



COMPENSATION AND BENEFITS:

Compensation is commensurate with experience. HFHMVI offers a competitive salary with benefits that include Health/Dental insurance, paid vacation, and RRSP Plan.

Habitat For Humanity is an equal opportunity employer in addition to a Living Wage Employer.

Please send CV and Cover Letter to info@habitatmvi.org

Application deadline: 2021-12-01

Expected start date: 2021-12-06

Job Types: Full-time, Permanent

For more information you can visit our website at: www.habitatmvi.org