

Central Delaware Habitat for Humanity

Position Title: Sales and Operations Manager

FLSA: Exempt

Department: ReStore

Reports Directly To: ReStore Director

Date of Job Description: 10/2024

Basic Function: Manage the day to day operations of the ReStore including but not limited to the business performance of the ReStore, the acquisition of donations, fund raising, marketing and sale of merchandise necessary to achieve sales targets. HR duties such as hiring, training, and supervision of volunteers and staff.

Dimensions:

- Commitment to Habitat Program and Mission Statement
- Detail oriented
- Organized
- Strong customer service skills
- Ability to drive sales performance results

Principal Accountabilities:

- Promote donations, drive sales and profits of the ReStore to provide sustainable funding to support CDHFH.
- Implement strategies to achieve goals and objectives
- Ensure that all areas of the store, rest rooms, and warehouse are clean and safe.
- Develop marketing and advertising programs to build store's visibility in the community
- Establish, implement and review policies and procedures for the safe, secure and high quality performance of all aspects of ReStore.
- Oversee effective merchandising of the floor, maximizing available display space, control inventory and pricing.
- Promote safety / ensure safety training and compliance
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events.
- Hire and train ReStore staff; establish annual performance goals for each and monitor performance results, formally report results.
- Ensure compliance with financial reporting practices: reconciling of daily sales and the daily closing out of all financial transactions.
- Develop and enforce pricing policy and processes for store merchandise. Review and adjust pricing as necessary.
- Work in conjunction with the ReStore Director and Finance Committee to develop and maintain operation within the annual operating budget and recommend capital expenditures.
- Track sales data to determine categories with high to low volume and adjust procurement strategies to meet customer demand.
- Supervise warehouse staff and volunteers
- Greet donors, answer questions, and provide assistance during donation experience
- Must be able to lift 50 pounds unassisted
- Assist donors/ customers in loading purchases
- Promote safety /stay up to date on safety training
- Effectively communicate with donors/ customers and evaluate concerns to management as needed
- Keep processing area high functioning, neat and organized
- Manage the drivers and fleet vehicles /Manage driver training
- Promote safety / ensure safety training and compliance

- Keep outside donation area neat and free of debris
- Keep trash/scrap area neat and free of debris
- Other tasks as required by the ReStore Director
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Knowledge/Skills Required:

- Nonprofit experience preferred
- Proficient in Microsoft Office
- Strong interpersonal communication skills

- Sales experience preferred
- Management experience preferred
- A full understanding of ReStore merchandise and operations
- Valid Driver's License

Internal Interactions: ReStore Staff, Habitat Affiliate Staff

Estimated Time Commitment: 40+ hours/week

External Interactions: Donors, Volunteers, Other ReStore Managers/Directors, Wholesalers

Employee Signature: _____ Date: _____

Manager's Signature: _____ Date: _____