



ReStore Operations Manager

FLSA: Exempt

Reports To: ReStore Director

Position Summary

The ReStore Operations Manager is responsible for overseeing the daily operations of the ReStore to ensure efficient execution, strong sales performance, and a consistently positive customer experience.

This role provides hands-on leadership of store operations, including sales floor management, donation processing, inventory control, staff supervision, and logistics. The Operations Manager ensures that systems, processes, and team performance are aligned to support revenue growth and operational excellence.

Working under the direction of the ReStore Director, this position plays a critical role in executing operational priorities, maintaining accountability across staff, and improving overall store performance.

The ReStore Operations Manager is accountable for ensuring that day-to-day operations are organized, efficient, and consistently executed at a high level.

Core Areas of Responsibility

1. Daily Operations & Store Management

- **Oversee all day-to-day ReStore operations, including:**
 - sales floor
 - warehouse
 - donation intake
 - logistics and workflow
 - **Ensure store is clean, organized, safe, and customer-ready at all times**
 - **Maintain consistent operational procedures and standards**
 - **Identify and address operational issues in real time**
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2. Staff & Volunteer Supervision

- **Supervise and support front-end, back-end, and logistics staff**

- Assist with hiring, training, and onboarding of ReStore staff
 - Ensure staff understand expectations, roles, and daily priorities
 - Manage staff scheduling and daily assignments
 - Provide regular feedback and ensure accountability for performance
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3. Sales Floor Execution & Customer Experience

- Ensure strong merchandising, pricing, and product presentation
 - Monitor and improve customer experience and service standards
 - Address customer concerns and ensure professional interactions
 - Maintain a retail environment that encourages sales and repeat visits
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4. Donation Intake & Inventory Management

- Oversee donation intake, sorting, pricing, and processing
 - Ensure inventory moves efficiently from intake to sales floor
 - Maintain organized warehouse and processing areas
 - Support development of relationships with donors and partners
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5. Operational Efficiency & Process Improvement

- Improve efficiency of daily workflows and processes
 - Identify bottlenecks and implement solutions
 - Maintain organized systems for inventory, scheduling, and operations
 - Ensure consistent execution of procedures across all areas
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6. Financial & Sales Support

- Support implementation of strategies to improve sales performance
 - Monitor daily and weekly sales trends and operational metrics
 - Ensure proper handling of cash, POS systems, and daily transactions
 - Assist in maintaining alignment with budget and revenue goals
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7. Logistics & Fleet Coordination

- Oversee truck drivers, donation pickups, and delivery schedules
- Ensure efficient routing and scheduling of pickups

- Maintain coordination between warehouse and drivers
 - Support safe and effective use of fleet vehicles
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8. Collaboration & Reporting

- Work closely with ReStore Director to:
 - communicate operational challenges
 - implement strategic priorities
 - track performance and improvements
 - Provide regular updates on:
 - operations
 - staffing
 - sales trends
 - issues and opportunities
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Key Performance Indicators (KPIs)

Success in this role will be measured by:

- Consistency and organization of daily operations
 - Improvement in sales floor execution and customer experience
 - Efficiency of donation processing and inventory flow
 - Staff performance, accountability, and scheduling effectiveness
 - Reduction in operational issues and inefficiencies
 - Alignment with revenue and operational goals
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Leadership Structure & Collaboration

The ReStore Operations Manager reports to:

- ReStore Director

Works closely with:

- ReStore staff and volunteers
 - Truck drivers and logistics team
 - Director of Marketing & Communications (store promotions)
 - Director of Development (donor engagement opportunities)
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Guiding Principles for the Role

- Focuses on execution, organization, and consistency
 - Maintains high standards for daily operations and customer experience
 - Supports revenue growth through strong operational performance
 - Leads with accountability, structure, and clear communication
 - Ensures the store operates efficiently and professionally at all times
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Work Environment & Expectations

- Full-time position (40+ hours/week), including weekends as needed
- Physically active role requiring standing, lifting (up to 50 lbs), and movement throughout the store and warehouse
- Fast-paced retail and warehouse environment

Please email resume to Keshawanna at kfuller@centraldelawarehabitat.org.