



Habitat for Humanity[®]

of Wake County

Serving Wake and Johnston Counties

Job Description

Job Title: Assistant Store Manager **Employment Status:** Hourly
Department: ReStore **FLSA Status:** Non-Exempt
Reports To: ReStore Manager **Location:** Wake Forest, NC

Summary: Reporting to the ReStore Manager, the Assistant Store Manager (ASM) is jointly responsible for supervising and managing employees, community service workers, and volunteers within the ReStore. The ASM will coordinate and manage operations of the ReStore along with the ReStore Manager.

This position will require flexibility to work evening and weekend hours as needed. The ASM will likely spend on average at least five days per week, Monday – Saturday (40 hour work week with 8 hours days).

Essential Duties and Responsibilities:

Operational Responsibilities:

- To co-manage day-to-day operations of the ReStore; this would include supervision of staff and volunteers and the delegation of tasks to provide an efficient and profitable work environment.
- To work on the sales floor directing volunteers in the receiving, pricing, and sales of donated materials. This will at times include lifting, forklift driving, and leading projects within the store.
- To interact with customers on a daily basis; being aware of sales trends, regular customers, and to problem solve any situations that may require managerial input.
- To create and sustain a long term committed staff for the ReStore.
- To ensure that the ReStore is a safe place to work for both volunteers and staff.
- To help ensure that the ReStore is properly covered by staff during hours of operation and to schedule staff and oversee the scheduling of volunteers.
- Able to open and close the ReStore

Financial Accountability:

- To accurately track and report financials and assist with nightly deposits
- Operate cash register, customer service, banking, and balance register at the end of the day
- To ensure that cash outs happen at least daily and that any irregularities are explained
- To work with the Manager to analyze store sales and profitability.
- To work within the Budget as clearly as possible for expenses and to make every attempt to meet sales projections.

Supervisory Responsibilities: This position works in coordination with the ReStore Manager, and is responsible for managing the ReStore staff, volunteers, CS members, and operations within the ReStore.

Education/Experience:

- Related experience in private business or non-profit organizations; or an equivalent experience in working in retail, reuse, and on construction
- Excellent communication skills with a strong passion for the organization's mission;
- Self-motivated with the ability to work independently and as part of a team and with great energy and persistence. Experience working with diverse constituencies;
- Proven organizational skills including the ability to manage multiple tasks and projects simultaneously and produce high quality results quickly and on time;
- Critical thinking, problem solving, accuracy and attention to detail;
- Regular attendance is required; and must be available to work weekends and evenings.

Knowledge, Skills and Abilities:

- A strong belief in the organization's mission, goals and accomplishments
- Ability to communicate clearly and concisely both internally and externally
- Excellent customer service etiquette and attitude
- Energized in an atmosphere that fosters sharing new ideas and initiatives
- Ability to have grace and humor under pressure
- Strong organizational skills will be required.
- Ability to independently prioritize tasks in a fast-paced and dynamic environment is essential.
- Ability to manage volunteers and keep them engaged with those tasks.

Contacts: This position has frequent contact with other HFHWC staff, clients, stakeholders, vendors, donors, participants of the community service work program, and customers. ASM will need to be able to maintain good working relationships with all contacts and be able to lead others.

Math Skills: Ability to calculate figures such as discounts and percentages. Ability to apply concepts of basic algebra, business mathematics, and analytics.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Computer Skills: Strong computer skills, including point of sale systems, inventory controls, spreadsheets, word processing, presentations and email. Proficiency with computer usage, especially Microsoft Word, Excel, Outlook and PowerPoint.

Physical Demands and Work Environment: The physical demands described here are representative of those that must be met by the ASM to successfully perform the essential functions of this job. While performing the duties of this job, the staff member is regularly required to be on their feet for long



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periods of time (8 hr days 5 days/wk). The ASM frequently is required to stand, walk, bend, stoop, kneel, carry, as well as pulling and reaching to obtain stock and/or acquire merchandise for sale. Position requires the ability to frequently lift products/supplies, up to 50 lbs.

This position operates primarily in a retail/warehouse environment and can require operating equipment such as a forklift, power tools, hand tools, ladders, price guns, pallet jacks and other material handling equipment. Occasionally the ASM will work in outside conditions that can include heat, cold, humidity, and high noise levels.

NOTE:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, Acknowledge Review of this Job Description.
(Employee's Name – PRINT Name)

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature

Date: _____

Supervisor's Signature

Date: _____