



# Habitat for Humanity®

of Wake County

*Serving Wake and Johnston Counties*

## About Habitat for Humanity of Wake County

Habitat for Humanity of Wake County (HFHW) changes lives by bringing together God's people and resources to help families in need build and own quality affordable homes in safe and supportive communities. Since 1985, HFHWC has partnered with homebuyers, donors, and volunteers to build more than 750 safe, affordable, energy-efficient homes in all parts of Wake and Johnston counties.

### Position Overview

As a member of the senior management team, the VP, Retail Operations is responsible for the effective, efficient, financially prudent, and safe operations of Habitat Wake's retail ReStores in the Triangle region. Under the direction of the CEO, assists in the achievement of the retail departmental goals and objectives. Provides leadership to Director of ReStores and Procurement/Donation management.

Uphold a positive work environment that follows Habitat Wake's Core Values and Mission in everything that is done and every interaction had with co-workers, persons served, customers, donors and stakeholders.

The responsibilities of the **VP, Retail Operations** include, but are not limited to:

- Provides guidance and oversight to Director of Restores to meet the financial, production, customer service and efficiency objectives set forth in the annual plan and budget.
- Conducts store audits to verify consistency with the standards of operations, which have been established to guide the safe and efficient operations of ReStores.
- Monitors financial performance and key performance indicators on a weekly, monthly, quarterly, and annual basis to ensure that budgetary objectives are met.
- Provides the necessary training/development activities for retail store management teams to achieve success.
- Hires, trains, and evaluates performance; recommends or initiates promotions, transfers, and disciplinary action.
- Develops ReStore employee incentive programs to motivate, inspire and recognize desired performance and behaviors.
- Ensures store compliance with governmental and regulatory requirements.
- Maintains standards of loss prevention through regular assessment of activities surrounding cash handling, overs/shorts, voids, discount exceptions, etc.
- Assists in the development of retail expansion plans/initiatives.
- Participates in the development of the overall annual plan and budget.
- Establishes retail store standard operating procedures and provides training/development as necessary to ensure continued compliance.

*Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.*

**Together, We Build.**

[www.HabitatWake.org](http://www.HabitatWake.org)



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- Participates in and conducts weekly (L10) Leadership Strategy Meetings.
- Perform any other related duties as required or assigned.

## **Minimum Education and Experience:**

- Specialized, relevant training, equal to two years of college plus 7 years of experience or
- Bachelor's degree from an accredited college or university and 6 years related management experience or
- Equivalent combination of education and experience.
- Must have multi-store retail management experience.

## **Required Certificates, Licenses, Registrations:**

- Valid driver's license.
- Must have an acceptable driving record and be insurable by Habitat Wake's motor vehicle policy.

## **Additional Knowledge, Skills, and Abilities:**

- Demonstrated ability to manage/develop budgets, monitor/manage key performance indicators, improve efficiency, and implement/manage production standards.
- Demonstrated ability to manage human resource functions within a store environment and partner with the Human Resource team, as necessary, for recruitment, performance management, etc.
- Must be able to interact cordially and productively with a variety of people.
- Comfort working in a team environment, with a diverse staff, and with people with disabilities.
- Must be able to read, write, and communicate clearly in English.
- Must be able to work a flexible schedule, on short notice, occasionally including nights and weekends, and frequently in excess of 40 hours per week.
- Ability to function in a hectic work environment with occasional periods of high stress.
- Must be able to take initiative and make decisions within policy with little supervision.
- Must possess good organizational and communication skills. Must be able to provide effective leadership to the retail operation.

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## **Qualifications:**

- A strong belief in the organization's mission and vision
- Proficient with Microsoft suite of products
- Detail-oriented, with strong planning skills
- Excellent organization skills with an ability to prioritize and manage multiple tasks and a variety of demands
- Strong self-motivation and the ability to work as a team member
- Skilled in motivating and developing individuals and teams
- Demonstrated ability to work effectively with people of diverse backgrounds and promote a positive working environment, spirit of cooperation and positive reactions to change and conflict resolution
- Excellent interpersonal, communication and presentation skills, both written and oral, which transcend diverse audiences
- Demonstrated ability to manage/develop budgets, monitor/manage key performance indicators, improve efficiency, and implement/manage production standards.
- Demonstrated ability to manage human resource functions within a store environment and partner with the Human Resource team, as necessary, for recruitment, performance management, etc.

To apply, please send a cover letter, resume, and references to [cheryl.gould@habitatwake.org](mailto:cheryl.gould@habitatwake.org).

Incomplete submissions will not be reviewed.

No phone calls please.

HFHW is an Equal Opportunity Employer.

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