



POSITION DESCRIPTION

HABITAT RESTORE DIRECTOR

DEPARTMENT: ReStore

LOCATION: 3833 Bragg Blvd, Fayetteville NC, 28303

REPORT TO: Chief Executive Officer

SUMMARY: The Habitat ReStore Director is responsible for the startup and day to day operations of the Habitat ReStore in Fayetteville North Carolina. The Habitat ReStore is a retail business that sells donated building materials, furniture, flooring and appliances at discounted prices to generate revenue to support Fayetteville Area Habitat for Humanity in its mission to build homes, communities and hope. The Habitat ReStore Director is responsible for the overall business performance of the Habitat ReStore with priority responsibilities on the acquisition, planning and execution of effective and efficient receiving process; and HR duties such as hiring, training, and supervision of volunteers and staff. The Habitat ReStore Director will perform other duties as assigned.

PRIMARY RESPONSIBILITIES:

Operational:

- Promote donations, drive sales and profits of the Habitat ReStore to provide sustainable funding to support Fayetteville Area Habitat for Humanity's mission.
- Implement strategies to achieve the goals and objectives identified in the Fayetteville Area Habitat for Humanity ReStore Business Plan.
- Work with FAHFH staff to develop marketing and advertising programs to build the store's visibility in the community.
- Establish and maintain relationships with potential and existing donors, including contractors, suppliers, individuals, businesses, military, community and church groups to increase quality and quantity of merchandise donations.
- Establish, implement and review policies and procedures for the safe, secure and high quality performance of all aspects of Habitat ReStore activities.
- Oversee the effective merchandising of the floor, maximizing available display space and use inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, volunteer schedules, and other special events.
- Ensure that all areas of the store, restrooms, and warehouse are clean and safe.
- Develop relationships with other area Habitat ReStore Directors to identify "best practices" and programs that are mutually beneficial.
- Attend and participate in Habitat ReStore-related training opportunities.
- Hire and train Habitat ReStore staff; establish annual performance goals for each staff person and monitor performance results, formally reporting results at least annually.

Volunteer Management:

- Work in partnership with Fayetteville Area Habitat for Humanity staff to recruit, train and engage volunteers in meaningful ways.
- Guide and assist volunteers in their work, understanding that each is an individual with different capabilities.



- Train new volunteers and staff to deliver high quality, consistent customer service experience in the Habitat ReStore and ensure issues are professionally resolved and reported in a timely basis.
- Provide direction and supervision for Habitat ReStore volunteers, (operations, deconstruction, office/clerical staff, donation pick-up drivers, and counter sales assistant) including Institution Community Work Crew and community service volunteers.
- Identify “Sweat equity” opportunities for partner families.

Finance and Administration:

- Ensure compliance with all 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 for changing market conditions.
- Work in conjunction with the Executive Director and Finance Committee to develop and maintain operation within the annual operating budget and recommend capital expenditures.

Reporting and Communication:

- Create written monthly report of sales activities, expenses, volunteer hours and outreach efforts to provide a snapshot of the current state of the Habitat ReStore.
- Work closely with the volunteer coordinator, to coordinate weekly and monthly schedules as well as long-term planning for volunteers.
- Coordinate with Development Director and Construction Director on in-kind donation requests from area contractors, suppliers and businesses.
- Ensure that Executive Director is informed on a regular basis of progress and challenges.

Skills and Personal Characteristics:

- Dedication to and ability to articulate the mission and core values of Fayetteville Area Habitat for Humanity.
- Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
- Demonstrated administrative, communication, financial and leadership skills.
- Attention to detail and overall quality.
- Strong interpersonal skills, dealing well with a variety of people, personalities and backgrounds.
- Excellent written and verbal communication and public relation skills.

STANDARDS FOR MEASURING PERFORMANCE:

- Achieve sales and financial goals.
- Develop and implement appropriate systems.
- Build ReStore assets and enhance the mission of FAHFH.
- Manage volunteers and employees for best utilization in fulfilling objectives.
- Initiative and independent action demonstrated in handling tasks assigned.
- Strong communication with donors, customers, volunteers, partner families and staff.
- Demonstrated knowledge of operations, policies and procedures.



REPORTING: Provide monthly, quarterly, and/ or annual reports to CEO per reporting timelines.

QUALIFICATIONS:

- Bachelor's Degree in related field or related professional experience.
- Experience in supervising and leading employees and volunteers, directing successful teams and accountable of meeting objectives.
- Experience in retail environment preferred.
- cursory knowledge in building materials preferred.
- Demonstrated ability in training, managing, leading and developing people.
- Working knowledge in Microsoft Office, including Word, Excel and email.
- Background check required.

PHYSICAL REQUIREMENTS:

- Ability to sit at a desk and use a computer for extended periods of time; ability to attend off-site meetings occasionally; ability to read documents and correspondence.
- Ability to lift 25 pounds.
- Ability to stand for long periods of time.

JOB CLASSIFICATION: Exempt

HOURS: Full time salaried position at 40+ hours per week, including Saturdays.

Submit resumes with qualifications to: Rick@fayettevillenchabitat.org