



## HOUSTON HABITAT FOR HUMANITY

### JOB DESCRIPTION

**JOB TITLE:** ReStore Director

**Classification:** Full time salary, Exempt

**Reports to:** Executive Director

#### **ORGANIZATIONAL MISSION:**

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

#### **PRIMARY PURPOSE OF JOB**

The ReStore Director holds overall management responsibility for retail operations, including planning, financial management and controls, purchasing, donor and customer relations and supervision to achieve the organization's mission and financial goals. The ReStore Director is staff liaison to the ReStore Committee and serves on the HHFH Leadership Team representing the ReStore.

**ESSENTIAL FUNCTIONS** include the following. Other duties may be assigned.

- **Direct** the ReStore staff in performance of their duties and achievement of goals, coordination of strategies and establishment of performance measures to meet department objectives in alignment with the approved strategic plan and annual budget specifically related to:
  - ❖ Generating revenue through the sale of donated, purchased and reclaimed building materials in support of HHFH missions.
- **Develop** and improve processes and procedures for operation of assigned areas and recommends policy updates or changes to the appropriate Board committee. Annually reviews and updates HFHI Quality Assurance-required policies (Standard 4) as follows: ReStore and/or retail operation safety.
- **Engage** Board and community members in the work: define projects, task forces and/or committees to inform and expand the capabilities of Houston Habitat for Humanity and the ReStore team.
- **Retail Management, Policy Compliance and Planning**
  - a. Establish annual operational and purchasing budgets and monthly sales targets.
  - b. Develop, recommend and implement policies for pricing, sales, material acquisition, salvage, donations management, inventory management, deconstruction programs, staffing, and other ReStore operational areas.
  - c. Identify, cultivate, solicit and appreciate business and individual ReStore gift-in-kind donors; collaborate and communicate with Development staff in gift tracking and

acknowledgement practices.

- d. Monitor competitive merchandise market environment (pricing and practices); establish standard pricing policies to ensure appropriate merchandise turnover and achieving maximum profitability from donated and purchased inventory.
- e. Develop marketing and advertising strategies for the store in collaboration with the Marketing and Communications committee/staff to ensure integration with the overall HHFH marketing and communications strategy.
- f. Develop and maintain positive ongoing relationships with the public, customers, volunteers, material donors, and community organizations.
- g. Participate in the development and implementation of short and long-term strategies, goals, and objectives.
- h. Maximize use of volunteers to assist store operations.
- i. Procure and maintain inventory to support sales targets while maintaining positive cash flow.
- j. Monitor systems for daily cash transactions and deposits in accordance with internal controls.
- k. Be familiar with and ensure complete compliance with all Houston Habitat for Humanity policies, laws, and following accounting and internal controls as designated for the ReStore operations

#### Property Management

- a. Maintain the store lease or owned property to be in good condition and clean, operating within the boundaries of the lease agreement, and ensure property maintenance of facility, equipment and vehicles.
- b. Maintain positive working relationships with other tenants and landlord
- c. Track maintenance expenses and maintenance agreements for accounting and management purposes.

#### Reporting and Communication

- a. Keep the Executive Director informed of progress, success, problems, and other communications for the successful operations of the ReStore
- b. Monthly reporting of financial results, sales activities, expenses, major donations, inventory turns, progress on current and prospective projects, including upcoming public relations activities, for inclusion in monthly board of directors information package.
- c. Ensure that safety and accident incident reports are prepared on a timely basis.
- d. Ensure that staff meetings are held on a regular basis; convey relevant issues/concerns to HHFH Executive Director.

### SUPERVISORY RESPONSIBILITY

ReStore Director will be responsible for working with directors, managers, coordinators, volunteers, community partners and/or interns to ensure deadlines and quality standards are met. The ReStore Director has direct supervisory responsibilities over the following positions:

- ReStore Managers
- Donations Manager
- Assistant Managers

**KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.*

1. Knowledge of and commitment to the HHFH concepts, principles, and values.
2. Positive, self-motivated team player with commitment to HHFH's mission.
3. Able to write reports and correspondences. Able to effectively present information to employees, management, board members and volunteers.
4. Demonstrates the organizational virtues Humble, Passionate and People Smart at a high level.
5. Ability to relate and work with all types of people and at all levels, in and outside of the organization.
6. Ability and skill to retain and motivate volunteers.
7. Position requires an individual who can handle multiple priorities; complete tasks in a timely manner.
8. Able to take initiative and demonstrate leadership skills in a team-attitude to meet organizational needs.
9. Working knowledge of office machines, multi-line phone system, Internet and email usage.
10. Must be competent in the use of MS Office (Excel, Word, Access, Outlook, PowerPoint); proficient in operating Point-of-Sale systems (QuickBooks POS preferred), ability to learn new software packages as needed,
11. Able to present HHFH's philosophy and program to the public, interested homeowners, and potential volunteers; assist with promoting the ReStore and program ministry, maintaining a positive public image.
12. Manual dexterity for computer tasks and money handling.
13. Ability to adapt to a changing environment and unexpected shifts in priorities.
14. Ability to speak effectively and persuasively to groups.
15. Proficient in operating point-of-sale systems (QuickBooks POS preferred), Microsoft Office, and information systems.
16. Effective time management, organizational, written, and oral skills.
17. Able to pass pre-employment background check.

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS:** *The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

1. Bachelor's degree or comparable equivalent in life and job experience.
2. Three to five years' management experience, retail environment preferred
3. Knowledge of labor relations policies, guidelines, other federal, state, & local laws in operations of store.
4. Demonstrated knowledge in retail operations, business management, financial reports, purchasing, sales, marketing, re-sale/salvage & environmental areas.
5. Valid driver's license is required if driving to perform company business. Reliable transportation required for periodic travel to community meetings & HHFH sponsored events.

**PHYSICAL CONTEXT AND WORK ENVIRONMENT:** *The context and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. The employee must possess the physical abilities represented in the Knowledge, Skills and Abilities section above to successfully perform the essential functions of this job.
2. The work environment is usually well lit, temperature controlled with moderate level of noise.
3. This is a full-time salary exempt position requiring flexibility to work evening and weekend hours as needed to meet goals. The ReStore is open Monday through Saturday, 9:00 am-5:00 pm
4. Ability to lift 50 pounds and up to 100 pounds using team lifts and appropriate tools.
5. Ability to stand, squat, bend and assist in moving inventory items and in demonstration of safe techniques for staff and volunteers. Repetitive hand motion required for some duties.
6. Periodic travel for HHFH training events may be required. Must have reliable transportation.

**HOURS OF OPERATION:**

Due to current pandemic protocols, the ReStore Director will work Tuesdays-Saturdays. This schedule may change once the ReStore resumes normal operations.

**DISCLAIMER:** This is not an exhaustive list of all functions that may be required of this position. The Employer retains the right to change or assign other duties to this position and reserves the right to revise the job description at any time. The employee must be able to perform the essential functions of the position satisfactorily and reasonable accommodations may be made if requested, absent undue hardship. This job description does not constitute a contract of employment and the Employer may exercise its employment-at-will rights at any time.

Houston Habitat for Humanity is firmly committed to a policy of equal employment opportunity in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. Except in cases where required or permitted by law, employment decisions and practices shall not be influenced or affected by virtue of an applicant's race, color, sex, national origin, marital status, age, religion, handicap, or any other characteristic protected by law.

**ACKNOWLEDGEMENT:**

*I have reviewed this job description with my supervisor and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs*

*of my location or department and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my supervisor or HR.*

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Employee

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Date