



Job Description: Assistant Manager - Floor

Reports to: Store Manager

FLSA Status: Non-Exempt

Classification: Full time

Summary

The ReStore Assistant Manager supports the day-to-day operations to meet the sales goals of the Habitat ReStore. This role is responsible for ensuring that all sales, merchandising, cash-handling, and customer service processes run smoothly and efficiently while providing an exceptional experience for volunteers, donors, customers and staff in a safe and clean environment.

Responsibilities

- Opening and closing of the ReStore for scheduled daily hours. Varying shifts, typically within Monday through Friday 7:30 am to 6:30 pm and Saturday 7:30 am to 5:30 pm.
- Cultivate a culture of safety by ensuring and insisting that all safety procedures are adhered to by volunteers, donors, customers and staff.
- Ensure quality volunteer, donor, customer and staff relations. Provide input, document, and address comments and grievances in a timely and professional manner.
- Under the supervision of the Store Manager, oversee and maintain daily and weekly volunteer assignments while providing training, supervision and evaluation of store volunteers in a positive and affirming manner.
- Manage front-of-store operations, cash management, customer service, and volunteers in accordance with established policies and guidelines.
- Ensure quality customer experiences for every shopper and volunteer.
- Provide support for donation intake and inventory management while overseeing volunteers in the process of sorting, cleaning, and pricing while ensuring shared work stations remain safe, decluttered, organized, and clean.
- Manage the merchandising and utilization of store signage in a way that maximizes sales, while ensuring that all materials are priced with consistency and accuracy.
- Provide input for pricing guidelines by monitoring competitive merchandise market environments.
- Conduct price audits on a routine basis.
- Assist in implementing markdown systems used to ensure adequate inventory turn.
- Provide feedback for the transfer of merchandise to and from offsite locations to ensure sufficient inventory levels.
- Provide support for accurate monthly inventory and reporting for all purchased goods and fiscal year-end inventory for all goods.
- Articulately communicate donation acceptance guidelines.
- In coordination with the Store Manager, develop and manage in-store special events such as but not limited to sales, classes, donation drives, recycling events, orientations, and trainings.
- Provide supporting content to develop and maintain an active social media presence for multiple outlets.
- Assist in staff development and communication by contributing supporting content for weekly staff meetings and identifying outside training opportunities.
- Administrative work including but not limited to writing procedures, training material, store signage.
- Continually improve the overall appearance of the ReStore and store operations to maximize efficiencies, and ensure that all areas of the store and surrounding areas are clean and safe.
- Performs all necessary duties and assume responsibility for the store in the absence of the Store Manager and Assistant Store Manager – Back Room.
- Provide support to all Appleton Habitat ReStore locations
- Participate in Point of Sale system operations, reporting and maintenance.



Qualifications

- Experience working with volunteers is critical
- Proven ability to merchandise visual displays in a retail environment
 - Building materials and/or furniture a plus
- Knowledge of Microsoft Office, Outlook, Excel
- Use of forklift, pallet jacks, and experience driving commercial vehicles a plus
 - Willingness to learn is critical
- Retail management experience is preferred
- Warehouse and inventory management experience is preferred
- Strong interpersonal skills with a pleasant, professional and caring personality
- Strong verbal and written communication skills
- Excellent organizational skills with the ability to multitask in a fast paced, ever-changing, retail environment
- Knowledge of building materials is a plus

Normal Work Environment

	C	F	O	Key:
Office	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	C = Continuous (67 – 100% of workday)
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F = Frequent (34-66% of workday)
Retail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	O = Occasional (1 – 33% of workday)

Physical Requirements

	C	F	O		C	F	O
Siting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reaching above shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reaching below shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Working at low position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Working on elevated surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working on uneven surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				

Weight Lifting/Carrying:

Sedentary (0 – 10 lbs)

Dexterity:

Eye/Hand coordination



Greater Fox Cities Area Habitat for Humanity
Appleton Habitat ReStore

Light (11 – 25 lbs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Feet (foot pedals)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium (26 – 50 lbs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fingering (picking, pinching, etc)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Heavy (51 – 74 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Handling (holding, grasping, etc)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
				Wrist motion (repetitive flex/rotate)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Visual acuity (near)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Visual acuity (far)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Assistant Manager

Date

Greater Fox Cities Area Habitat for Humanity is an Equal Employment Opportunity employer. Applicants are considered without regard to race, color, religion, sex, national origin, age, disability, or other protected status.