

Our Towns Habitat for Humanity Job Description

Job Title:	ReStore Supervisor	Department:	ReStores
Manager:	ReStore Manager	FLSA:	Non-Exempt
Approved By:		Approval Date	

Summary:

The Supervisor is responsible for ensuring the donated and procured merchandise is on the floor in a timely manner and is accurately priced. Is responsible for store operations, communications, driving sales and customer service. Works in accordance with policies, procedures, and the philosophy of Our Towns Habitat for Humanity Board of Directors.

Our Towns Habitat’s Expectations of All ReStore Employees:

Projects a positive and respectful attitude that represents Our Towns Habitat in a positive manner within the community at large and maintains a professional and respectful attitude when interacting with employees, customers, donors, volunteers and the public.

Obtains a working knowledge of and comply with all policies and procedures, including but not limited to, Human Resources Policies and Procedures and the ReStore Standard Operating Procedures.

Reports to work at scheduled times and maintains acceptable attendance records as outlined in Team Member Handbook.

Essential Duties and Responsibilities: *include the following. Other duties may be assigned.*

- Promotes and works cooperatively, collaboratively and with flexibility with others in the Affiliate. Makes valued contributions to the outputs of others to assist team members or projects to achieve the required objectives.
- Achieves sales goals through monitoring sales, encouraging purchases, and recommending strategies to increase sales volume when appropriate.
- Works with Procurement Specialist to plan for the placement of merchandise donated by corporations and business partners.
- Prices items that are donated accordingly to basic guidelines to ensure that items move quickly.
- Continually monitors the marketplace online and through other means to ensure prices are competitive.
- Coordinates with the warehouse supervisor to understand what goods are coming into the warehouse and ensuring there is adequate space to receive the goods and adequate supplies on hand to properly clean and price items quickly.
- Works with the Warehouse Supervisor to ensure items are priced appropriately and placed on the floor.
- Through assistance of the volunteers and warehouse associates, re-arranges merchandise to maintain a clean, rotated full floor of merchandise.
- Directly works with volunteers on merchandising and pricing guidelines.
- Develop and share ideas about improving merchandise flow with the ReStore manager and the warehouse Supervisor.
- Assists customers and donors with questions as needed.
- Acts as Manager on Duty in the absence of the ReStore Manager.
- Assists Store Manager with opening/closing duties as needed or in their absence.

Other Duties and Responsibilities:

- Works with POS system to set up discounts in advance, trouble shoot issues, etc.
- Maintains the VIP Loyalty program database as needed
- Serves as cashier as needed

- Performs other duties as assigned and reasonably within the scope of duties enumerated above.

Supervisory Responsibilities: *Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include recruiting, selecting, orienting and training employees. Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results; conducting training; implementing and enforcing policies and procedures. Develops schedules; assigning and monitoring work; implementing productivity standards, resolving operations problems, implementing new procedures.*

Supervises restore staff and volunteers

QUALIFICATIONS:

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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

Certificates, Licenses and Registrations:

None required

Other Skills, Abilities and Qualifications:

- Must have strong customer service skills
- Able to problem solve
- Understand visual merchandising
- Ability to work with and handle all customers and/or complaints
- Basic computer skills are required

Employment Conditional upon the Results of the Following:

- Criminal background check to include: NC statewide criminal, nationwide record indicator, national sex offender registry and social security alert.
- Pre-employment drug screen.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly: stand; walk; use hands, fingers, handle, feel; talk or hear
Occasionally: sit; climb or balance; stoop, kneel, crouch crawl

Lifting requirements include occasionally up to 25 pounds.

Vision requirements include close and distance vision, ability to adjust focus

Work Environment: *The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Frequently exposed to outdoor weather conditions
Occasionally exposed to working near mechanical parts

Noise level is moderate.

Reviewed By:			
Employee Signature:		Date:	
Print Employee Name:			
Manager Signature:		Date:	
Print Manager Name:			