



JOB DESCRIPTION

Date:	Last Revision: June 2022
Employee:	Job Title: ReStore Assistant Manager
Department: ReStore	Reports To: ReStore Operations Director
Salary Range: 39,500- 47,500 annual	

Purpose of the Job

The Assistant Director provides support for the ReStore Director to oversee the daily operations of the Loveland Habitat for Humanity Thrift Store. This position is also the designated Safety Officer for the ReStore.

Qualifications

- High School diploma or related professional experience
- Ability to manage and direct staff and volunteers
- Experience in retail environment preferred

Essential Job Functions

Essential functions are those tasks, duties and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable. Following are the essential functions of the job.

Store Management –

- Will open and close the ReStore as assigned
- Manages the receiving, furniture, patio departments and establishes the truck schedule
- Ensure that keys, security codes, confidential information, etc is protected according to agency policies and procedures
- Answers phones promptly and professionally; directs call/takes messages as needed
- Assist with scheduling donation pick-ups
- Supports cashiers as needed
- Address and resolve customer service questions and/or complaints as needed
- Will relay any concerns in regard to store business/facilities/staff/volunteers/customer's to ReStore Operations Director or Operations Manager
- Complete injury report documentation when Operations Manager or ReStore Operations Director are not present

Donations Management –

- Follow the guidelines for items to be accepted and items to be rejected
- Process items in a timely manner, maximizing time and space

- Ensure merchandise pricing reflects accurate market value and items are cleaned prior to be placed on the floor
- Follow procedures to help increase flow of merchandise
- Provide back-up support for other departments as needed
- Provide donors and customers with appropriate receipt(s)

Cashier –

- Receive and process cash, check and charge/credit payments
- Provide correct change and receipt(s)
- Follow pricing policies
- Performs refunds as needed

Customer Service –

- Greets customers
- Assists customers in finding desired products in the store
- Answers customer’s questions regarding the store and merchandise
- Provides information about products as needed
- Recognize, monitor, and report security issues

Attend monthly staff meetings, organizational trainings, etc. Perform other related duties as assigned by ReStore Operations Director.

Overtime Status	
_____ Exempt (salaried – not eligible for overtime)	__X__ Non-exempt (hourly – eligible for overtime)

Physical Requirements						
General Activity		Number of Hours				
		6-8	4-6	2-4	1-2	<1
	Stand/Walk		X			
	Sit				X	
	Drive				X	
Motion		Up to 1/3 of time		1/3 or more of time		
	Bend			X		
	Squat			X		
	Crawl			X		
	Climb			X		
	Reach			X		

Employee Signature

Date

Supervisor Signature

Date

Additional Management Signature

Date