



## **ReStore Director, Position Description**

The ReStore Director leads Sussex County Habitat for Humanity ReStore as a social enterprise revenue stream and unique mission impact platform which sells donated home improvement and décor products to the public. The ReStore Director is responsible for successfully initiating, developing, and growing ReStore business activities to achieve revenue and operational goals, as well as raising awareness in the community about Habitat's mission. ReStore Director is key to the capital improvement team which is building an additional ReStore building with administrative office for the entire organization.

The ReStore Director collaborates with the senior leadership team in strategic decision-making and operational management to fulfill Sussex County Habitat for Humanity's strategic plan and vision.

**Reports to:** CEO

**Supervises:** Manager, Donation Coordinator and Volunteer Coordinator.

### **Operations:**

- Lead ReStore management team to ensure consistent performance in ReStore.
- Provides sustained network development to expand the scope of Habitat ReStore activities and develop long-term, collaborative relationships with community-based trade/business groups, churches, donors and others to secure donations and raise awareness of local affiliate mission in the community.
- Identify policies that need to be drafted and recommend modifications to existing policies.
- Develop an active ReStore Committee to provide oversight and insight to ReStore operations.
- Oversee and spearhead ReStore events.
- Develop and implement annual fiscal year plan.
- Identify revenue growth targets, cost targets, and net profit goals.
- Develop and implement multi-year strategic plans targeting growth in revenue and profit in order to meet financial projections.
- In conjunction with the ReStore Manager and the Donation Coordinator, ensure adequate inventory of merchandise.
- Represent Sussex County Habitat for Humanity ReStore at events and actively coordinate with organizations that share the goals of the ReStore.
- Develop, track, and report on annual performance metrics for ReStore.
- Serve as a member of the Senior Leadership Team.
- Develop, implement, and enforce policies and procedures for the safe, secure, and high-quality performance of store duties and activities.
- Responsible for large capital improvement projects.
- Perform other duties as may be assigned.

### **Finance:**

- Review financials monthly with CEO and ReStore Manager.
- Provide reports on store performance or strategic projections as needed. These reports could include inventory turnover, discounts, and returns, earnings per store per open hour, earnings paid per employee hour and net cash to organization forecasting.
- Mentor and train managers and assistant managers to exceed budget objectives for sales and net profits by managing discretionary spending; influencing operational and labor efficiencies; and maximizing margin through pricing, discounting, and merchandising strategies.

- Ensure compliance with all financial reporting and control practices. In partnership with the store manager, implement and monitor systems for daily cash transactions and deposits.
- Explore and evaluate business development and growth opportunities for ReStore operation.
- Responsible for implementing procedures to ensure the accurate and timely payment of bills as well as insuring expenses are coded correctly.
- Develop and observe store pricing and customer service practices.
- Work with the CEO in preparing an annual budget. Ensure that the stores operate within budget guidelines.

### **Marketing:**

- Develop and implement a cost-effective marketing strategy with Assistant Manager to increase donations, the customer base and volunteers as part of the ReStore strategic plan.
- Develop and implement marketing plans to increase awareness between ReStore and the Affiliate.
- Represent ReStore in the business community (i.e. business networking, chambers of commerce, community events).
- Oversee the recruitment of volunteers to support ReStore business model.
- Organize and help lead Restore special events.
- Develop sustainable partnerships with contractors, realtors, attorneys, property managers, demolition businesses, area retailers and wholesalers and landlords.

### **Reporting and Communications:**

- Provide reports on designated activities including but not limited to: sales, expenses, outreach activities and other areas of interest to the CEO and the Board.
- Keep the CEO informed appropriately and timely of operational and financial matters.
- Report weekly and meet at least once a month with SCHFH Executive team to maintain a strong Affiliate / ReStore relationship.
- Meet regularly with ReStore management team to coordinate activities for maximum efficiency and productivity.
- Ensure human resources procedures are up to date and understood by staff.
- Develop and maintain relationships with other Habitat Store Directors and Managers outside of Sussex County Habitat for Humanity.
- Create and maintain partnerships with other organizations and local businesses to solicit donations, possible fundraising and awareness opportunities and recruit volunteers.
- Ensure volunteer recognition is part of Restore annual programming.

### **Time Commitment:**

Full-time. 5 days a week, Monday - Friday. 40 Hours. May be required to work some Saturdays, evenings, or special events.

### **Required Skills and Experience**

- Demonstrated commitment to the mission and values of Sussex County Habitat for Humanity.
- Minimum of 5 years' experience managing Habitat ReStore operations, or similar social enterprise experience.
- 7-10 years of relevant experience in business development, entrepreneurial, or non-profit settings or a BA/BS degree in a related field.
- Knowledge of Microsoft Office suite, ability to operate POS systems and Thriftcart software.
- Ability to develop and lead staff and volunteers to achieve store and organizational goals.
- Strong interpersonal and communication skills, internally and externally, with groups and individuals.
- Self-motivated, reliable and enthusiastic; able to work with and motivate people with diverse backgrounds and capabilities.
- The ability and willingness to call on existing and potential donors to increase merchandise in the store.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Desire to work as part of a team.