

JOB DESCRIPTION:

Retail Operations & Merchandising Manager

The ReStore is a retail outlet owned and operated by Habitat for Humanity of Greater Pittsburgh (Habitat Pittsburgh) that sells donated products to generate revenue in support of our nonprofit's affordable homeownership and home repair services. Our mission is to bring people together to build homes, community, and hope in Allegheny County. The Retail Operations & Merchandising Manager is responsible for acquiring and selling quality inventory while coordinating the overall business function for the ReStore. The Retail Operations & Merchandising Manager will have overall responsibility for the store's daily operations and for securing products from individual donors, corporate organizations, and the community.

REPORTS TO:

Chief Finance & Operations Officer

ESSENTIAL JOB FUNCTIONS:

The Employee must be able to perform the following essential job functions:

- Solicit and acquire quality merchandise for resale below market retail prices.
- Act as a public ambassador for Habitat Pittsburgh, able to answer basic, Habitat-related questions from volunteers and the general public.
- Develop and implement strategies to drive sales and profits in order to provide sustainable funding for Habitat Pittsburgh's mission.
- Solicit (cold-call), develop, and maintain relationships with donors, including furniture/appliance stores, local and national supply companies, individuals, businesses, and community groups.
- Assess and adhere to the ReStore's pricing and markdown strategy.
- Collaborate and create marketing and advertising strategies to build store visibility and brand awareness.
- Review and adapt policies and procedures to ensure a safe and secure working environment.
- Oversee merchandising of the sales floor, maximizing available display space and using inventory control and pricing to ensure appropriate turnover of merchandise.
- Oversee scheduling of all store activities including staff schedules, deliveries and pickups, volunteer schedules, and other special events.
- Guide and assist staff and volunteers in their work and cross train where possible.
- Recruit and interview qualified candidates to maintain established staffing levels.
- Ensure up-to-date filing system, proper recordkeeping, and adherence to safety standards.



- Ensure proper maintenance of facility, equipment, and vehicles.
- Provide all budget, sales, and employee time reports to administrative office in a timely manner
- Attend monthly full staff meetings and ReStore committee meetings as scheduled and act as the primary liaison between ReStore location and administrative office

QUALIFICATIONS AND SKILLS:

A. Knowledge, Skills, and Abilities

- a. Excellent customer relations and management skills
- b. Strong organizational skills are necessary to attend to priorities, details, and time constraints in a multi-task environment.
- c. Ability to work with, supervise, and motivate employees and volunteers with a wide range of skills and abilities.
- d. Proven self-organizer, with the ability to work cooperatively with volunteers, board members, donors, and paid staff.
- e. Excellent oral and written communication skills.
- f. Willingness to work a flexible schedule.
- g. Proficient in Microsoft Office products

B. Education & Experience

- a. High school diploma or GED is required. College degree preferred.
- b. Minimum of 5 years retail management experience required.
- c. Experience in inventory management required with experience in construction and building materials preferred.
- d. Experience managing volunteer-run programs preferred

C. Certificates/Licenses required

- a. Must maintain a valid driver's license and willingness to be trained to drive box trucks.
- b. Favorable results on drug screening, credit check and background check required

EMPLOYMENT STATUS AND SALARY:

Full Time Exempt Position at 40 hours per work (Tuesday through Saturday work week).
Competitive pay and benefits package. Compensation is dependent on experience.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

everyone
deserves a decent
place to call home



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accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee is frequently required to stand, walk, stoop, kneel, crouch, and crawl.

The employee must occasionally lift and/or move up to 50 pounds or 100 pounds with assistance. Specific vision abilities required by this job include vision and ability to adjust focus.

WORK ENVIRONMENT:

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

The noise level in the work environment usually ranges anywhere from soft to loud.

As many activities are performed outside, the weather conditions may range from wind, snow, and rain to very hot and humid. The ReStore is located in the Swissvale Shopping Center with 10,750 Sq.Ft. of space