



Job Title: VP of Retail Operations

Date completed: November 16, 2022

Employment Status: Salaried, Exempt

Minimum Job Requirements:

- Minimum 8 years of retail experience with at least 4 years of multi-store leadership of 5 stores or more.
- A good understanding of how a retail district operates.
- Current ReStore operations of 3 stores with growth to 5 or 6 in total, over the next two-five years.

Job Summary:

Habitat's VP of ReStore Operations is responsible for the management and leadership of the successful retail operation network of stores. The VP of ReStore Operations' position involves knowledge of retail sales strategies, personnel management, marketing, and basic accounting. The position achieves objectives by working with the following subordinates: ReStore Operations Manager, ReStore Corporate Donations Manager, Admin Assistant, Donation Coordinator, ReStore Managers, ReStore Associates, Donations Drivers, and Regular Volunteers. Position also maintains regular contact with affiliate staff, donors, AmeriCorps members, volunteers, customers, vendors, and the general public. Position also demands networking with the corporate and construction communities. Position reports directly to the COO. Compensation for this role is commensurate with the experience, training, and education of the applicant.

Essential Duties and Responsibilities include the following; other duties may be assigned.

1. Provides overall leadership and direction to ReStore operations and strategies to maintain and increase sales. Develop strategies for marketing and growth of Habitat's ReStores
2. Oversees and is accountable for the operation of multiple stores by ensuring maximum sales and profitability through obtaining or receiving merchandise, inventory, expense control, human resources management, and managing operating costs in adherence to all Company standards.
3. Provides guidance and training for the development of ReStore Managers and employees. Ensures ReStore Managers are focused on priorities and objectives of their business and people to maximize results.
4. Drives the implementation of new operational initiatives and directly instructs subordinates to develop action plans and implement initiatives.
5. Ensures ReStore managers are properly completing daily cash counts, bank deposits, timecards and other related retail / human resource functions.
6. Maintains and creates the systems/standards needed for accepting and picking up donations.
7. Ensures the development of programs and options to capitalize on volunteer labor in all aspects of the operation.
8. Develop and maintain office systems and standards to maximize efficiencies in order to achieve interoffice coordination of truck schedules, deliveries, volunteer scheduling, staffing

levels, return of 40-plus pick-up request calls per day, and giving daily guidance for prioritization.

9. Provides ReStore reports to the CEO and COO, and Controller such as sales reports, pricing, profit and loss.
10. Performs other duties and assignments as directed by the COO.

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- Knowledge of retail profit and loss and profit margins.
- Human Resource Management:
 - Turnover - Work with stores to assure management and associate turnover is at a minimum and reduced YOY.
 - Paperwork - All associate paperwork is completed and accounted for.
 - Disputes - Handle associate conflicts and disputes to ensure seamless daily store operations.
- Working knowledge of building materials and building processes.
- Understanding of ESG (Environmental, Social, Governance) and the role ESG could play in ReStore operations.
- Proficiency in Microsoft Office Suite necessary.
- Strong communications skills to effectively provide instruction and guidance to managers and employee; public speaking skills are necessary.
- Solid understanding of cash register processes, cash-count procedures and bank deposit preparations.
- Must be able to receive and return phone calls throughout the day while remaining organized.
- Must be able to keep an organized office and records, run meetings effectively, and be able to maintain effective and friendly working relationships with donors, volunteers, staff, AmeriCorps members, customers, Habitat homeowners, and the general buying public.
- Must be able to lift up-to 50 pounds frequently and up to 75 pounds occasionally.
- Must be able to stand, squat, bend, and climb in/out of truck frequently.
- Must be able to work in varying weather conditions (such as, heat, cold, rain, snow).
- Valid driver's license, with a clean driving record.

Preferred Qualifications

- Thrift-type retail experience.
- Nonprofit experience.
- Management of multiple retail stores in the same geographical region.

Work Hours:

- Full time, exempt roll with a typically Monday-Friday Schedule. Must be available to work occasional weekends and/or evenings as business needs dictate.

EQUAL EMPLOYMENT OPPORTUNITY

Habitat for Humanity-MidOhio is committed to building and retaining a diverse workforce. We strongly encourage qualified candidates of diverse backgrounds to apply. We believe the inclusion and amplification of our differences create a more effective workplace and a more compassionate world.

All qualified applicants will receive consideration for employment without regard to national origin, race, color, religion, age, sex, sexual orientation, marital status, individuals with disabilities, and equally to disabled veterans and veterans of the Vietnam Era.