



JOB DESCRIPTION

ReStore Manager

REPORTS TO: Director of Community Programs & Compliance

FLSA STATUS: Exempt

Pay Range: \$72,000 - \$82,000 annually depending on experience

POSITION SUMMARY

The ReStore manager is responsible for overseeing the daily operations of Habitat for Humanity Greater Fresno Area's ReStore. This role provides hands-on leadership in managing staff and volunteers, procuring donations, and ensuring efficient merchandising, pricing, and inventory controls. The manager oversees financial performance, including budgeting and sales goals, while maintaining compliance with organizational policies and nonprofit retail best practices.

The ReStore manager is also responsible for cultivating strong donor and customer relationships, ensuring that every interaction reflects the values and mission of Habitat for Humanity Greater Fresno Area (HFHGFA). By fostering a safe, welcoming, and mission-driven store environment, the manager helps maximize the ReStore's impact by turning community donations into resources that build safe, decent, and affordable homes.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Foster a positive, inclusive culture where staff, volunteers, donors, and shoppers feel welcomed, respected, and connected to HFHGFA's mission and values.
- Collaborate with organizational leadership to develop and implement ReStore strategic goals related to donation procurement, streamlining processes, budgeting, sales growth, and community impact. Promote community awareness of the ReStore through networking, outreach events, and positive word-of-mouth.
- Cultivate and maintain relationships with existing and potential donors, customers, and vendors, including individuals, groups, and retailers to ensure a steady flow of quality inventory.
- Direct and oversee all aspects of donation processing, including pricing and floor display.
- Provide excellent customer service, resolving issues promptly and representing the ReStore with professionalism and mission focus.
- Represent the ReStore at community events, donor appreciation functions, and outreach opportunities to promote awareness of HFHGFA's mission.
- Ensure accurate accounting practices and strong inventory controls, providing timely reports as requested.
- Monitor and analyze sales trends, adjusting strategies to maximize revenue and long-term sustainability.
- Utilize point-of-sale and inventory management systems effectively, ensuring accurate recordkeeping.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Habitat for Humanity Greater Fresno Area is always at-will.

- Collaborate with staff and leadership to support marketing efforts that increase donations, sales, and volunteer participation.
- Oversee all aspects of employee management including training, mentoring, adhering to employment law, scheduling, timekeeping, performance evaluation, and professional development.
- Partner with the HFHGFA Volunteer Coordinator to ensure a positive ReStore volunteer experience by practicing proper training, supporting valuable contributions, and educating on HFHGFA's mission.
- Maintain a clean, safe, and organized sales floor, warehouse, and donation intake area; ensure compliance with safety regulations, nonprofit retail standards, and HFHGFA policies.
- Oversee the smooth coordination of logistics for donation pick-ups, deliveries, and product flow, implementing systems for efficient warehouse organization.
- Assist in developing and maintaining emergency response plans for the store and warehouse.
- Identify and mitigate potential risks related to warehouse operations, transportation, and customer/volunteer safety.
- Respond to and document workplace incidents, safety issues, or conflicts, escalating to leadership when necessary.
- Oversee the maintenance of facilities, trucks, and equipment to ensure safe, reliable, and efficient operations.

OTHER RELATED DUTIES

- Perform the tasks of other ReStore employees as needed to ensure smooth operations and customer service continuity.
- Support the work of other HFHGFA departments and initiatives as requested.
- Participate in general housekeeping duties, including maintaining cleanliness of restrooms, breakrooms, and shared spaces.
- Implement environmentally responsible practices for donation processing, recycling, and waste reduction.
- Attend and actively engage in HFHGFA meetings, training workshops, webinars, and organizational events as requested.
- Carry out additional projects and responsibilities as assigned by the Director of Community Programs & Compliance and CEO to advance the overall mission of HFHGFA.

ORGANIZATIONAL ACCOUNTABILITIES

- Mission and Vision: Shares in and displays a commitment to the mission of Habitat for Humanity International and HFHGFA: *Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.* Our vision is of a world where everyone has a decent place to live. Actions and decision-making exemplify our mission and vision, and are in the best interests of the company, employees, volunteers, and the community we serve.
- Integrity and Trust: Is widely trusted and seen as truthful; presents the facts in an appropriate and professional manner; keeps confidences; admits mistakes; doesn't misrepresent self for personal gain.

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- **Manager Effectiveness:** Creates a climate in which employees want to do their best and makes each person feel like their work is important; establishes clear directions and assigns responsibility for tasks and decisions; distributes the workload appropriately and in a well-organized manner; sets clear measurements for performance success and offers support in achieving standards; provides direct, complete, and actionable positive and corrective feedback to others; is someone people like working for and with.
- **Teamwork:** Demonstrates ability to work harmoniously with others to get a job done. Attitude promotes a positive work environment; respects others; avoids gossip; effectively resolves issues and conflicts; communicates with team members and volunteers in a positive manner; provides constructive suggestions to improve team performance.
- **Professionalism:** Maintains the necessary level of professional knowledge and technical proficiency to fully perform all job requirements; identifies growth opportunities and takes initiative to increase competency; maintains standards of confidentiality relating to customer, volunteer, and company information.
- **Planning/Time Management:** Acts in a self-directed manner before being directed by others or forced by events; sets priorities and manages time effectively to meet deadlines and follows through on commitments; identifies potential problems and opportunities and works with their supervisor to plan contingent actions, as appropriate.
- **Safety and Security:** Performs all duties in accordance with company policies and procedures for safety and security including Cal/OSHA and other applicable state and local regulations.
- **Attendance and Reliability:** Consistently adheres to scheduled work hours and is flexible to change work hours when requested; follows established procedures for reporting absences and requesting time off.

QUALIFICATIONS

Education and Experience

- High school diploma or General Education Degree (GED) required.
- College degree and/or vocational training in Business Administration, Management, or related field strongly preferred.
- Minimum five years' experience in retail management required.
- Valid California driver's license required.
- Forklift certification preferred.

Knowledge, Skills, and Abilities

- Knowledge of inventory control, business administration, budgeting, retail operations, marketing, and merchandise display.

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- Strong organizational skills with the ability to manage and prioritize multiple tasks under deadline pressure.
- Ability to maintain a calm, professional, and courteous demeanor in a fast-paced and rapidly changing environment.
- Strong interpersonal skills, with the ability to interact effectively with a wide variety of personalities while demonstrating respect, professionalism, and compassion.
- Clear communication skills with the ability to explain tasks, provide instructions, and support staff and volunteers as they learn new responsibilities.
- Ability to work independently with minimal supervision while also contributing effectively to a team environment.
- High level of accuracy, attention to detail, and commitment to quality standards.
- Strong mathematical and analytical skills.
- Proficiency in Microsoft Word, Excel, and Outlook, with the ability to learn and adapt to new software programs as needed.
- Ability to safely operate a forklift, large moving trucks, and other equipment as required.
- Strong verbal and written communication skills in English.
- Bilingual skills preferred.

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 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 stand, walk, sit, stoop, kneel, bend, and squat.
- The employee is often required to reach, push, and pull with hands and arms and use hands and fingers for typing and handling paper documents.
- The employee must regularly lift and/or move up to 50 pounds alone, or team-lift up to 300 pounds.
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus, and visual acuity sufficient to read a computer screen and paper documents.
- Hearing abilities required for telephone and in-person conversation with customers, coworkers, and third parties.

WORK ENVIRONMENT

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

- The position functions both indoors and outdoors in a warehouse environment.
- The employee may be exposed to dust, gas, or fumes when receiving donations or working with inventory items.

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- The employee may occasionally walk on uneven ground at the ReStore yard or donation locations.
- The noise level in the work environment is usually moderate but may occasionally be high.
- The employee is exposed to high and low temperatures both in the warehouse and outdoors in the yard.
- Regular local travel and occasional out-of-town travel are required.

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