

Director of ReStores

Job Title: Director of ReStores
Reports To: Chief Executive Officer
Status: Full-Time, Permanent

JOB PURPOSE

The Director of ReStores reports directly to the Chief Executive Officer and is a key member of the Senior Leadership. Experienced leadership, strategic thinking and exceptional business insight is imperative to enable the Habitat for Humanity & Kawartha Region's (Habitat PKR) ReStores to fuel our mission. The Director of ReStores is responsible for the overall operations of the ReStore program and is accountable for strategic planning and delivering outcomes which maximize retail sales, product donations, facilities and volunteer engagement.

The Director of ReStores is a key senior staff member and is responsible for delivering on Habitat PKR's strategic plan and core values. At present Habitat PKR runs two ReStores in Peterborough South and Lindsay. A third ReStore (Peterborough North) will open in March 2019. The position will also be a key player in developing a deconstruction program and innovation centre program. Development and leadership of ReStore Managers to drive retail gross sales in excess of 2.1M and a profit of 35% is expected.

During the first year, the Director of ReStores will be expected to work Tuesday to Saturday most weeks and will in addition to acting as Director will act as Manager of the Peterborough North ReStore. Some evening work at networking events will also be required in order to help increase awareness. At least 80% of the position's working time will be working in the ReStores, with only up to 20% working out of the ReStore on administrative & marketing tasks. As the ReStore's sales grow more time will be allocated to administrative tasks and less work will be done in the ReStores.

MAIN DUTIES & RESPONSIBILITIES

Retail Operations

- Act as Manager in the ReStore North location.
- Lead and develop the retail operations to maximize revenue and donations as well as minimize expenses in adherence with the annual operating budget.
- Expand retail operations to improve market share in line with strategic goals of opening new stores, improve standards for excellence in customer service, and increase partnerships within the community.
- Ensure the safety, efficiency and effectiveness of the ReStores, processing area transportation functions.

Finance & Administration

- Work with ReStore Managers on monitoring systems for daily deposits, analysis of stores sales, metrics, profitability, and risk management.
- Prepare in conjunction with CEO and Director of Finance & Administration annual operating budgets for stores and recommend capitol expenditures.
- Provide accurate accounting records of revenues and expenses as required or requested.

Logistics and Transportation

- Strive to make this area a “gold standard” for processing donations in the industry.
- Effectively manage ReStore assets to ensure safety of employees, volunteers and customers.
- Improve processes to maximize pickups and improve Driver's training in customer service.
- Make final decisions on product ordered through HFHC as well as how inventory is divided up between stores.

Staffing & Volunteers

- Oversee the hiring, development and implementation of training programs for all ReStore employees and ensure all personnel understand and effectively communicate Habitat PKR's mission to the public.
- Ensure safety practices and loss control measures are in place and that all policies and procedures are implemented and consistently being followed at all locations.
- Evaluate, recognize and reward performance and create development plans to ensure retention of employees.
- Work with store managers and Communications Department to ensure adequate volunteer staffing needs are met as well as coordinating appreciation, monitoring of hours, and resolving issues.

Marketing & Communications

- Develop broader awareness in the community, measure and analyze marketing and advertising programs to increase donations, sales and volunteer participation in collaboration with Director of Communications
- Work with ReStore Managers to increase donated product relationships securing high value product to be resold.
- Develop and track donor base along with effective ways to show appreciation to donors.

As assigned by Chief Executive Officer

QUALIFICATIONS

- Understanding of and commitment to Habitat for Humanity Peterborough & Kawartha Region's mission of building homes, community and hope
- Undergraduate degree or equivalent experience required
- Retail experience required, multiple store supervision preferred.
- Minimum of 5 years experience in leadership role directing successful teams and accountable for meeting objectives.
- Solid aptitude of interpersonal and communications skills, internally and externally, with groups and individuals.
- Sales, marketing and management experience with public relations exposure
- Computer skills, including spreadsheets, word processing, presentations and email.
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities as well as managing multiple priorities.
- Ethical leadership demonstrating high standards of integrity and accountability.
- Ability to analyze data and problem solve difficult situations.
- Innovative leadership and team building skills through positive communications and strong interpersonal skills.
- Personal presence, projecting a professional image in speech and demeanor in interactions with others in multiple venues and scenarios.
- Drivers license and access to a vehicle.

Please direct cover letter and resume to sarah@habitatpkr.ca