

Habitat for Humanity ReStore – Jonesville & Wilkesboro, NC

Position Description – Sales Manager

INTRODUCTION

Hometown Habitat for Humanity is seeking one full-time Sales Manager for the Jonesville, NC ReStore, and one full-time Sales Manager for the Wilkesboro, NC ReStore. The Sales Manager is responsible for driving sales through outstanding customer service, monitoring sales goals and objectives, assisting with the management of daily operations, cash handling, opening/closing the store, providing leadership to a team of staff and volunteers, and for maintaining exceptional customer service.

If you define “management” as issuing orders to other people while sitting back and observing, this most certainly will not be a good fit for you. Hometown Habitat is an “all hands on deck” ministry where our managers work every bit as hard as those they supervise.

KNOW HOW

Committed to the mission of Hometown HFH, the Sales Manager will have administrative, interpersonal, and communication skills / be computer literate / have general business knowledge / and have knowledge of the ReStore needs and operations.

PRINCIPAL ACTIVITIES

- Actively drive sales by providing OUTSTANDING customer service, in keeping with Habitat’s values and culture.
- Maintain the highest standards of merchandising and store cleanliness.
- Ensure the safe operation of the sales floor, guaranteeing safe and prompt handling of merchandise and donations according to processes, policies, and procedures.
- Assist the ReStore Manager with daily department operations to ensure the ReStore meets sales goals and objectives.
- Operate a cash register, as needed.
- Assist in the receiving of items that are dropped off when assistance is needed on the receiving dock.
- Provide supervision and uphold safe and clean environment for employees, volunteers and customers.
- Demonstrate a positive and respectful attitude when interacting with employees, customers, donors, volunteers and the public.
- Be an effective team member when working with staff and volunteers, ensuring the engagement and motivation of others.
- Represent Habitat in a positive, professional manner.
- Ability to independently open and close the store, and cash handling procedures.
- Ability to read, count, and accurately complete all end-of-day documentation.
- Document and conduct Corrective Action as needed.
- Ensure a meaningful volunteer experience.
- Adhere to schedule.
- Other Habitat-related tasks as directed by the ReStore Manager or ReStore Director.

OTHER ATTRIBUTES

- Basic computer skills
- Basic math or point-of-sale experience
- Strong verbal and written communication skills
- Management and Customer Service experience
- Show initiative
- Adhere to Habitat's Code of Conduct and other policies.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Must be able to:

- Stand or walk on concrete flooring for prolonged periods.
- Bend, lift, reach, push and pull materials.
- Walk and climb on uneven surfaces, ladders and stairs.
- Label, sort and stock. Individually lift up to 50 lbs. and team-lift heavier items.
- Tolerate seasonal temperature extremes.
- Work a **Tuesday-Saturday** schedule.

COMPENSATION

The Sales Manager will receive:

- A starting hourly wage of \$13.00, full time, 40 hours/week.
- Individual health insurance coverage with an 80/20 employer/employee premium split.
- Voluntary dental, vision, short term disability, long term disability insurance.
- Paid time off.

SUPERVISION

Reports to the ReStore Manager

Hometown Habitat for Humanity is proud to be an Equal Opportunity Employer.