



RESTORE DIRECTOR JOB DESCRIPTION

LOCATION:

Chicago, IL

GENERAL DESCRIPTION

The ReStore Director provides overall leadership for Habitat for Humanity Chicago's ReStore operations and the financial growth associated with this business line. The ReStore Director is responsible for creating and overseeing comprehensive growth strategies that meet organizational plans, ensuring budget planning and oversight, managing ReStore staff, and being a leading advocate of Habitat Chicago's mission and vision.

ReStore is a home improvement center that accepts donated goods from retailers, manufacturers, contractors and homeowners. Building supplies are then sold, at discounted prices, to the general public. The store's operations generate funds to support Habitat Chicago. The current ReStore in Chicago is located in the Sauganash neighborhood and is a 30,000 square foot facility generating \$1.2M in annual sales, with a net of \$550K to local programs. It is operated by a separate Habitat organization and will be assumed by Habitat Chicago on November 1, 2019. Habitat Chicago plans to open a second ReStore in another Chicago neighborhood in FYE2020 (July 2019-June 2020) with future plans for an additional 4-5 stores based on market demand and potential. Upon hiring, initial priorities for the ReStore Director will be managing the transition for the current ReStore and opening of the 2nd ReStore.

The ReStore Director reports to, and will collaborate closely with, the Executive Director, and is a key member of the leadership team responsible for creating Habitat Chicago's long-term strategy.

The ReStore Director manages and mentors a team that includes staff that focus on store operations, donation procurement, and volunteer management. H/she works collaboratively with additional Habitat Chicago staff managing marketing, donor relations, technology, and other back office operations. The ReStore Director contributes to the Board of Directors and Finance committees.

The ideal candidate is an effective leader and manager who thrives on the responsibility of driving ReStore growth while providing an excellent donor, volunteer, and customer experience. Strong candidates will have a proven track record in retail operations and sales growth, creating and executing plans with measurable metrics, managing in a complex environment, seeing opportunities to leverage talent, and managing teams.

This is an excellent opportunity for a successful professional interested in leading ReStore Chicago growth in a metrics-driven organization focused on expanding its impact both in Chicago and nationally.

CORE RESPONSIBILITIES

Key Responsibility: Management (65%)

- Provide leadership that drives donations, sales and profits of Chicago ReStores to further Habitat Chicago's mission
- Oversee the property search, opening, and management of the second Chicago ReStore

- Embrace technology solutions to effectively track sales, donors, volunteers, and projects across the organization
- Ensure ReStore is adequately staffed with personnel equipped with the appropriate knowledge, skills, abilities and leadership to accomplish results and maintain employee and volunteer engagement
- Understand and communicate to staff all ReStore operations and how they relate/contribute to positive customer experience and high quality operations
- Effectively manage Habitat ReStore assets to ensure safety of employees, volunteers, customers and others, ensuring that licenses and other required information are maintained properly for government bodies and others as appropriate
- Ensure ReStore procedures, guidelines, and performance standards are in place and provide clarity of direction
- Ensure all personnel effectively communicate the Habitat Chicago mission and ReStore model to members of the public
- Maintain a climate which attracts, keeps, and motivates staff and volunteers

Key Responsibility: Planning & Measurement (15%)

- Participate / lead long range planning and visioning for both Habitat Chicago and ReStore growth
- Create an aggressive, achievable, multi-faceted annual operating plan that will support Habitat Chicago's future growth, targeting key areas for growth based on metrics and strategy
- Work collaboratively with the leadership team, developing strategies to integrate the ReStores teams and operations with the broader Habitat Chicago organization
- Oversee preparation of monthly sales and operating reports for the Executive Director, Finance Committee and Board of Directors to ensure plans and projections are on target
- Implement and monitor systems for daily cash transactions and deposits that ensure absolute integrity

Key Responsibility: Community Relations and Resource Development (10%)

- Contribute to development and implementation of communications / marketing plan, including ensuring that the activities of the ReStore, its programs and goals are publicized
- Designate a spokesperson for the Chicago ReStores; nurture media relationships as part of broader marketing and communications strategy
- Prepare and deliver (or supervise/participate in the delivery of) presentations in individual and group settings to create and expand long-term mutually beneficial relationships with current and prospective donors, civic/business organizations, governmental bodies and other non-profit organizations

KNOWLEDGE, SKILLS, ABILITIES

- A goal-oriented personality who is resilient and creative when faced with shifting challenges and opportunities
- Exceptional work ethic and track record of personal initiative and achievement
- Outstanding interpersonal and communications skills characterized by the ability to listen, speak, and write well
- Demonstrated ability to learn quickly the internal and external work of Habitat Chicago so as to represent the mission accurately and persuasively to volunteers, donors and prospects
- Demonstrated skill and knowledge of, or ability to learn quickly, the technology tools including Microsoft Outlook, Word, Excel, and PowerPoint; Salesforce CRM; project management systems

- Strong leadership qualities, including the ability both to delegate and to execute, thereby leading by word and by example
- Demonstrated ability to prioritize and emphasize collaborative efforts and team goals that motivate team members and help them achieve better results
- Ability to manage confidential information with discretion and tact
- Current authorization to work permanently in the United States
- Valid driver's license

EDUCATION, EXPERIENCE

- Bachelor's degree
- A minimum of eight years of experience in retail management or other relevant management; at least three years in a leadership position
- Experience creating and implementing goal-oriented operational strategies
- Personal volunteer experience

Position Details

Hours: Full-time; 8am-4pm plus evenings and weekends meetings as required.

Supervises: Initially, no direct reports. Upon assumption of ReStore in Sauganash, will lead team of nine staff, including two operations managers who manage the day-to-day operations utilizing staff and volunteers. New hires for 2nd store based on opening timeline.

Environment: The existing Habitat Chicago ReStore is located at 6040 N. Pulaski Rd. in Chicago. It is accessible by car or by public transit. The ReStore Director will have a desk, computer, and phone line in an office.

Conditions: Ability to lift 50 pounds, ability to work at a computer for long periods.

Compensation: Salaried position ranging from \$78,500-83,000, depending on experience, plus benefits.

FLSA Status: This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). It does not earn overtime or compensatory time for additional time worked.

Training: The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

To Apply: Please submit compelling cover letter and resume to jen.parks@habitchicago.org with "ReStore Director – Your Name" in the subject line by 2/22/2019. Successful applicants will be contacted for interviews.

Successful Habitat team members share the following characteristics:

- **Trust:** You invest in your fellow team members and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a "go above and beyond" attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.