



RESTORE SENIOR OPERATIONS MANAGER JOB DESCRIPTION

LOCATION:

Chicago, IL

GENERAL DESCRIPTION

The ReStore Senior Operations Manager provides overall management for Habitat for Humanity Chicago's ReStore facility, receiving, processing, and logistics operations and contributes to the financial growth associated with this business line. The ReStore Senior Operations Manager is responsible for creating and overseeing comprehensive organization, safety, and processing strategies that meet organizational plans, ensuring budget planning and oversight, managing and developing ReStore operations staff, and being a leading advocate of Habitat Chicago's mission and vision.

ReStore is a home improvement center that accepts donated goods from businesses manufacturers, contractors, and individuals. Donations are then processed and 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 \$1.4M 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 plans for an additional 4-5 stores based on market demand and potential. Upon hiring, initial priorities for the ReStore Senior Operations Manager are to increase the capacity to scale current ReStore operations and participate in the planning, location search, functional design, and staff development for additional ReStore locations in the Chicago area.

The ReStore Senior Operations Manager reports to, and collaborates closely with the ReStore Director, and is a crucial member of the ReStore leadership team responsible for building ReStore's impact and awareness and creating ReStore Chicago's long-term strategy.

The ReStore Senior Operations Manager manages and mentors a team that includes staff that focuses on behind the scenes store operations, donation collection and processing, logistics, and volunteer experience management. H/she works collaboratively with additional Habitat for Humanity and ReStore Chicago staff managing procurement, ReStore sales, merchandising, communications, volunteers, donor relations, and technology.

The position requires physical and mental stamina while projecting a professional image and a friendly and welcoming demeanor.

The ideal candidate is a personable leader and manager who thrives on responsibilities that:

- sustains a safe, well organized, growth-oriented, effective, and efficient operation that builds capacity for growth and a culture of continuous improvement.
- provides an open, safe, productive, learning, and transparent environment.
- maintains a positive and rewarding staff, volunteer, customer, and donor experience.
- eliminates friction and prevents chaos in an eventful, unpredictable, demanding, and fast pace environment.

Strong candidates possess a proven track record in retail and/or warehouse operations, determining priorities, organizational growth, creating and executing plans with productive and observable outcomes, managing in a complex environment, seeing opportunities to leverage talent, orchestrating simultaneous group projects, and leading teams.

This position is an excellent opportunity for a well-balanced professional interested in leading ReStore Chicago growth in a metrics-driven organization focused on expanding its impact both in Chicago and nationally. Success in this position can provide you with the personal satisfaction that you are making a positive difference in the lives of others.

CORE RESPONSIBILITIES

Principal Responsibility: Operations Management (70%)

- Provide leadership that drives donations, sales and profits of Chicago ReStores to further Habitat Chicago's mission
- Ensure ReStore has personnel equipped with the appropriate knowledge, skills, abilities, and leadership to accomplish results and maintain employee, volunteer, and customer safety, supervision, and engagement
- Communicate, train, and reinforce ReStore operation procedures, safety policies, guidelines, performance standards with staff and others who are in the facility and property and provide clarity of direction for well-versed understanding, adherence, and operational excellence
- Effective management of ReStore facilities and assets to ensure the safety of employees, volunteers, customers, and others, ensuring that required licenses, signage, and other documentation are maintained
- Maintain a highly productive and organized workflow conducive environment which attracts, retains, develops, and motivates staff and volunteers
- Ensure all personnel effectively communicate the Habitat Chicago mission and ReStore model to members of the public
- Evaluate, recognize, and reward staff performance
- Work with designated affiliate functions, when required, to address policy violations, including safety, poor job performance, or misconduct in a timely and appropriate manner
- Properly document incidents and develop corrective actions; resolve situations involving volunteers in consultation with the volunteer coordinator and the ReStore Director when required
- Keep ReStore Director appropriately informed of operational and financial matters in a timely manner.

Key Responsibility: Planning & Measurement (25%)

- Collaborate to develop annual operating budgets and recommend capital expenditures.
- Participate in long-range planning and visioning for ReStore growth including the location search, functional design, staff development, and management of additional ReStore locations in the Chicago area
- Embrace technology solutions to effectively track and improve projects, productivity, logistics, impact, donors, inventory, and volunteers
- Create an aggressive, achievable, multi-faceted annual operations plan that supports ReStore Chicago's future growth, targeting key areas for growth based on metrics and strategy
- Work collaboratively with the ReStore leadership team, developing strategies to integrate the ReStore's team, operations, and programs with the broader Habitat Chicago organization

- Implement and monitor systems for daily operations that ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Provide ongoing operating reports for the ReStore Director to ensure plans and projections are on target

Key Responsibility: Community Relations and Resource Development (5%)

- 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 staff, volunteers, current and prospective donors, civic/business organizations, governmental bodies, and other non-profit organizations

KNOWLEDGE, SKILLS, ABILITIES

- Strong leadership qualities, including the ability, both to delegate and to execute, thereby leading by word and by example
- History of successfully adapting to rapidly changing conditions, a demonstrated ability to prioritize and emphasize collaborative efforts, and setting team goals that motivate team members and help them achieve desired results
- Demonstrates initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and follow up
- A relationship builder for cooperative, mutually beneficial, and long-term relationships
- 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 with groups and individuals characterized by the ability to listen, speak and write well
- Demonstrated ability in training, managing, leading, and developing staff in a consistent, positive, and safety conscious manner
- Quick, sound, and decisive decision maker in rapidly changing conditions; anticipating, addressing, and solving problems
- Demonstrated ability to learn the internal and external work of Habitat Chicago quickly 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
- Familiarity with warehouse equipment, such as a forklift (certification), pallet jacks, etc.
- Strong leadership qualities, including the ability, both to delegate and to execute, thereby leading by word and by example
- History of successfully adapting to rapidly changing conditions with a demonstrated ability to prioritize and emphasize collaborative efforts and team goals that motivate team members and help them achieve desired results
- A relationship builder for cooperative, mutually beneficial, and long-term relationships
- Humility, with a willingness to look chaos in the eye, and get down to the order of business
- 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 four years of experience in retail/warehouse management or other relevant management
- Experience implementing goal-oriented operational strategies with a team

- Personal volunteer experience

Position Details

Hours: Full-time including weekends; evenings and meetings as required

Supervises: Initially, four direct reports. Upon opening of a new store(s), the Senior Operations Manager leads site-specific Operations Manager(s) who manage the day-to-day operations utilizing staff and volunteers.

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 Senior Operations Manager will have a desk, computer, and phone line in an office.

Conditions: Ability to safely lift and position up to 70 pounds, job regularly entails bending, kneeling and reaching, often in awkward or tiring positions. The bulk of the time is spent standing, walking, and otherwise assisting others.

Compensation: Salaried position ranging from \$64,000-68,000 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 a compelling cover letter and resume to mark.millmore@habitchicago.org with "ReStore Senior Operations Manager – Your Name" in the subject line by 7/08/2019. 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.