



Director of Store Operations

Job Description

Job Title: Director of Store Operations
Department: Habitat Store
Reports to: Chief Operating Officer
FLSA Status: Exempt

Summary: The Director of Store Operations will report directly to the COO and will provide key leadership at Habitat-Spokane to ensure continued growth and excellent operations in the Habitat Store. The Director will work with the Habitat Store to maximize its effectiveness, providing a key leadership role to meet goals established by the Strategic Plan. Works to develop positive relationships within the community to create and maintain existing partnerships with corporations, contractors and individuals. The Director of Store Operations will be a strong manager and creative problem solver who is committed to and enthusiastic about the mission of Habitat-Spokane.

This is a Full Time Exempt position requiring flexibility to work evening and weekend hours as needed for meetings and special events.

Essential Duties and Responsibilities

A. Fund Raising and Fostering Support with Partners in the Community.

- Develop and implement a strategic plan for soliciting contributions and winning support of potential suppliers and donors by targeting annual growth to meet long-term financial projections.
- In cooperation with the COO, develop and manage individual store budgets and support the budgets and operational decisions with documented financial analysis to include: profit margins, sales per square foot in total, last year to current year sales comparisons, cost per donation pickup, ROI of marketing expenses to sales, expenses as a percentage of sales, break-even analysis, and inventory management.
- Draft grant applications as opportunities arise.
- Ensure the COO is regularly informed on the status of the Habitat Stores with particular attention paid to problem areas, project status and extraordinary events
- Work with Development on brochures and other materials describing the advantages of Store contributions.
- Represent the program with potential materials donors.
- Identify and initiate opportunities to reduce expenses and create increased operational efficiencies.
- Provides sustained network development to expand the scope of Habitat Store activities and develop long-term, collaborative relationships with community based trade/business groups, churches, donors and others to secure donations and raise awareness of local affiliate mission in the community.

B. Develop and Implement Policies and Procedures

- Identify policies that need to be drafted and recommend modifications to existing policies.
- Provide reports on store performance or strategic projections as needed. These reports could include inventory turnover, discounts, and returns, earnings per store per open hour, earnings paid per employee hour and net cash to organization forecasting.
- Oversee the development of necessary policies and procedures for store operations, sales, salvage, material acquisition, etc.
- Identify potential conflicts between Store and other HFHI programs.
- Develop and maintain policies and procedures relating to the daily operation of the Habitat Store.
- Responsible for operations management, including consistent, safe and positive development of associates and assets in order to provide a high-quality donor to customer experience.



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C. Manage Store Operations

- Oversee all retail operations and ensure consistent, smooth and efficient operations.
- Responsible for driving donations, sales and profits of the Habitat Store to further the affiliate's mission and working with various internal and external resources to positively promote the Habitat Store and Habitat for Humanity Spokane.
- Supervise maintenance of facility and equipment.
- Supervise all Store staff, volunteers and conduct performance reviews.
- Management of retail staff and volunteers to provide a high level of customer service.
- Orient staff and volunteers to the mission of HFH Spokane and the Store's role and responsibility.
- Ensure adequate training is provided to staff and volunteers.
- Spend weekly time on the sales floor.
- Monitor expenses within budgeting constraints
- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.
- Provide training resources to the all Store staff in order for store operations to continue in your absence.

D. Ensure Accountability to Funding Sources and Board of Directors

- Oversee preparation of monthly reports.
- Develop work plans and assignments to meet commitments made to various agencies.
- Prepare program/progress reports on a timely basis.
- Prepare monthly general reports and financial expenditure reports.
- Work with COO to Prepare annual budget for the Habitat Store

E. Marketing and Community Relations

- Work with development to Market the Store through the media in an appropriate and cost-conscious manner.
- Represent program through personal contacts and public speaking engagements.
- Network with other Habitat Stores.
- Develop and maintain an ongoing relationship with corporate donors, contractors, and community service organizations for gifts in kind.
- Raise the profile of the Habitat Store with in the Spokane community.

This position is not authorized to perform the physical operations or job duties of other Habitat Store staff or volunteers. The Store Director is only to ensure that job duties are being performed by the appropriate staff or volunteer position.

Supervisory Responsibilities

Directly supervises all employees and volunteers of Habitat Store. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.



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Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.



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Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.



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Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

AA degree required from an accredited college, Bachelor's degree in Business or Non-Profit Management preferred.

Knowledgeable in retail sales.

A minimum of 3 years of related experience in retail operation and management is required. Must have demonstrated independent responsibility for program management and accomplishing results by building and leading successful teams. Experience supervising staff required, developing markets and networking plans. Excellent interpersonal and communications skills with groups, committees and individuals. Computer literate.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have a basic knowledge of Outlook, Excel and Word.

Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry and all employees serve in a ministerial and service capacity.

Physical Demands

The physical demands 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; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to sit. The employee must regularly lift and /or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.



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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.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts and outside weather conditions. The employee is frequently exposed to wet and/or humid conditions. The employee is occasionally exposed to high, precarious places; fumes or airborne particles and vibration. The noise level in the work environment is usually loud.

