



# Director of Retail Operations

## Job Description

**Job Title:** Director of Retail Operations

**Department:** Habitat Store

**Reports to:** Chief Operating Officer

**FLSA Status:** Exempt

**Salary:** \$52K to \$59K DOE

**Summary:** The Habitat Store Director of Retail Operations will report directly to the Chief Operating Officer 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 Habitat Store Director of Retail Operations will be a strong manager and creative problem solver who is committed to and enthusiastic about the mission of Habitat for Humanity.

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:

- Develop the Spokane Habitat Store operations with the goal of being a clean, safe and organized place to shop for resale in each of our market.
- 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 Store Managers, Development and Accounting, develop and manage individual store budget. Support the budget 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.
- Responsible for all aspects of the Store while leading store managers to achieve the highest standards of retail execution, customer service, volunteer experience and donor experience.
- Attain scheduling for business needs with the focus on leveraging team labor.
- Influence consistent back of house operations for efficient processing.
- Create a safe workplace for employees, volunteers and shoppers.
- Mentor and train Habitat Store staff to exceed budgeted objectives for sales and net profits by managing discretionary spending, influencing operational and labor efficiencies, and maximizing margin through pricing, discounting and merchandising strategies.



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- Build and maintain a strong affiliate presence in our Store working closely with the affiliates' Communications team to maintain a strong mission presence.
- Work with Store staff to create, evaluate and drive programs and innovations for store to grow business.
- Support the growth of employees at all levels to build our bench strength and improve retention.
- Promote a cooperative and mutually beneficial relationship between procurement, operations and all Store staff with the goal to create a win-win partnership for all stakeholders.
- Provide timely, thoughtful, and thorough job reviews.
- Support Store staff through advanced planning, team structure, meeting structure, collaboration, mentorship and communication.
- Standardize business processes.
- Support succession planning and career development for Store Staff.
- Develop effective merchandising mix in all stores reflective of business needs by assessing community interest and collaborating with Donations Pickup.

### Essential Functions:

- Participate in monthly and quarterly financial reviews with accounting and affiliate leadership.
- Build and sustain a positive work environment of outstanding teamwork, integrity, mutual respect, and exceptional morale; lead by example
- Set an example as an inspiring leader with a strong level of commitment and personal investment in Habitat for Humanity's Core Values
- Excite and inspire employees through your passion for customer service, resale, and retail excellence
- Perform other duties as may be assigned by the CEO or COO.

### 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.

**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 workflows and procedures.



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**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.



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

**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.



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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.

**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

- BA/BS degree
- 5+ years of progressively responsible leadership experience. Knowledge of retail and environmental areas preferred.
- Successful experience working in a multi-unit management structure, with a proven record of accomplishment of success as a retail Store Manager.
- Proven record of extremely high level of retail standards and execution.
- Demonstrated and proven ability to successfully develop and mentor leadership.
- Proven record of strong financial performance and demonstrated financial acumen.
- Excellent written and verbal communication skills, including correspondences, customer service and employee interactions.
- Proven record of accomplishment of building strong teams with strong culture.
- A love of DIY, resale, people, and Habitat for Humanity's mission.
- Proven experience building strong, cohesive, high functioning teams.
- A strong sense of balance.
- Exposure to HR faculties and proven record of accomplishment of leading job performance counseling.
- Ability and willingness to give and receive constructive feedback pertaining to job performance.
- Able to work a variety of shifts, including weekends and evenings, if necessary.

### 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.



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### 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.

### 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.

