


<p><b>Job Description</b></p> <p><b>Assistant Store Manager (Team Lead)</b></p>	
<p><b>Version Number 1</b></p>	<p>31 May, 2021</p>

Habitat for Humanity Victoria (HFHV) brings communities together to help families build strength, stability and independence through affordable homeownership. The ReStore is a retail outlet open to the public that sells quality new and used home improvement items and building supplies. Funds raised through ReStore sales cover the operational costs of Habitat Victoria. That means that every dollar donated to Habitat Victoria goes directly towards building homes for local families living in need.

**KEY RESPONSIBILITIES**

Reports to: Store Manager, Director of ReStore Operations & Business Development  
 Supervises: ReStore Associates

- Follow all established HFHV Human Resource and Safety policies
- Follow all established store procedures

**QUALIFICATIONS**

- High school diploma
- Solid computer skills with MS office suite
- 2 years' experience in retail industry or equivalent
- Able to lift and move with up to 20kg on a regular basis
- Able to stand on feet for long periods
- Must have valid, clean class 5 driver's license

**GENERAL SKILLS**

- Polite and helpful with Confident outgoing personality
- Knowledge of the thrift store industry preferred
- Knowledge of product categories (new and used) furniture, housewares, home décor, lighting, plumbing, tools, hardware, electrical, building supplies, outdoor product, automotive, collectibles
- Product appraisal skills preferred
- Customer service skills including empathy for customers and donors
- Good time management and organizational skills
- Interpersonal skills, good team player

**CUSTOMER AND DONOR RELATIONS**

**Customer Engagement**

- Engage all customers in a polite and friendly manner
- Maintain and communicate knowledge of mission, vision, and values of HFHV as brand ambassadors

- Maintain neat, clean, personal appearance including provided branded attire as per HFHV HR policy manual

#### **Customer and Donor Inquiries**

- Maintain knowledge of ReStore department localities
- Maintain knowledge of current ReStore product
- Maintain knowledge of current ReStore promotions
- Maintain knowledge of ReStore price book
- Maintain knowledge of ReStore donation acceptance criterion
- Handle Customer, Donor or Volunteer complaints in the absence of more senior staff.
- Document Complaints
- Pass serious complaints to appropriate senior manager

### HUMAN RESOURCES

#### **Human Resources**

- Assign staff in daily tasks in absence of Store Manager
- Collaborate with Lead Receiver with daily store operations in the absence of Store Manager
- Call in replacement staff to cover illness/absence when more senior staff not available
- Monitor start/stop times and breaks for other staff
- Report on staff performance when required

### RETAIL ACTIVITIES

#### **Cashier Duties**

- Perform safe to register transactions
- Accurately process register and POS transactions
- Bag merchandise
- Accept and process returns
- Handle overflow telephone inquiries
- Supervise end of day cash reconciliation

#### **Marketing**

- Manage Used Victoria product posts
- Create branded temporary signage from templates provided to highlight special promotions and values
- Liaise with Donations Manager to identify appropriate product for social media posts

#### **Merchandising**

- Organize product in rational manner by department
- Clean, face and organize shelves on an ongoing basis
- Maintain store safety standards for product display
- Reprice stale or damaged merchandise as per procedure
- Cull product under direction of managers

#### **Store Housekeeping**

- Maintain clean clear store environment
- Stow material handling equipment
- Keep safety barriers and access doors secure
- Maintain clean and stocked public washroom

**Product Handling**

- Use provided material handling tools and equipment safely
- Use safe lifting procedures
- Follow published Safe Work Practices (SWP's)

**Product Preparation**

- Liaise with Receiver to optimise product flow, placement and value of received stock
- Ensure that product is priced to reflect price book or pricing guidelines
- Ensure that appropriate price tags and identifiers are used as per pricing procedures

**VOLUNTEER SUPERVISION****Volunteer engagement**

- Maintain clear lines of communication with volunteers
- Train volunteers in appropriate tasks
- Task volunteers in front line roles and assign volunteers to receiver for appropriate duties
- Provide feedback on volunteers to Volunteer Coordinator

**STORE SAFETY****First Aid**

- Required to hold HFHV funded first aid and WHMIS certification
- Required to report all first aid incidents
- Complete incident reports as required by procedure

**Safety Awareness and training**

- Conduct daily safety checks as required by procedure
- Attend or lead safety meetings as required and scheduled
- Read and understand all safety manuals pertinent to their position
- Required to participate in all HFHV funded third party safety training and certification as appropriate.