



Store Manager

Location: ReStore North, 8210 Yellowhead Trail NW, Edmonton, AB, T5B 1G5

Full-time: Monday – Saturday shifts

Closing date: December 2, 2024

Habitat for Humanity Edmonton (Habitat Edmonton) is a charity operating in affiliation with Habitat for Humanity Canada and Habitat for Humanity International, whose vision is to see a world where everyone has a safe and decent place to live.

As well:

- Habitat Edmonton is a registered charity that brings communities together to help families and individuals in need of affordable homeownership.
- manages a portfolio of affordable homes, empowers volunteers and homeowners, and operates a social enterprise that includes four stores.

Position

Habitat for Humanity Edmonton is seeking a full-time Store Manager. The Store Manager will oversee the retail operations of the North ReStore location. The Store Manager provides leadership and effective management by working with staff, volunteers and customers to achieve the financial objectives of the organization.

Key Responsibilities

The responsibilities associated with this position are to:

- Participate in the creation of the annual budget.
- Create annual, monthly, and daily sales projections in conjunction with the Director, Retail Operations & Facilities, in alignment with the annual budget.
- Drive the delivery of key performance indicators and increase the team's understanding of how the store operations impact these KPIs to drive future sales and operate an economically viable enterprise.
- Lead the creation and execution of a strategy to increase future sales, grow donations base, manage operational costs, and increase contribution back to the organization's mission.
- Maintain and improve a detailed understanding of market research and trends, competitor insights, and other information that could present opportunities or risks to the success of the store.
- Work closely with the team while being present on the sales floor for 80-90% of their time.
- Supervise the overall operation of the store, including supervision of staff and volunteers, opening and closing the store and setting and arming the alarm system.
- Operate the cash registers and supervise and/or process daily financial reconciliation.
- Uphold all store loss prevention measures and identify opportunities for improvement to reduce shrink.

- Develop and maintain smooth, cooperative relationships and communications with peers and subordinates while demonstrating an awareness of and consideration for opinions and feelings of others.
- In collaboration with the store leadership team and the Human Resources department, lead the recruitment, hiring, onboarding and supervision of new team members based on staffing needs.
- In a timely and efficient manner, carry out employee terminations in cooperation with the Human Resources department
- Fulfill the annual review cycle. Identify strengths and opportunities of direct reports and incorporate into probationary and annual performance evaluations.
- Build and adjust schedules as needed to ensure that adequate staffing levels are maintained in response to customer demand, incoming donations, and cost control.
- Build relationships with customers and provide excellent customer service, which includes nurturing a welcoming environment and responding positively and proactively to customers' questions and needs, which includes the anticipation of those needs.
- Ability to diffuse situations of conflict between customers and staff.
- Ensures that the staff of the assigned store adhere to the same customer service standards.
- Work with the Director, Retail Operations & Facilities and the Marketing and Communications department to build and deliver promotional strategies and programs.
- Oversee the execution of all donor paperwork for timely and accurate tax receipting purposes.
- Be knowledgeable about the suitability of donations and be able to provide suggestions to help redirect refused donations not suitable for sale in ReStore.
- Actively initiate, build, and maintain internal and external relationships to proactively secure donations that meet the store's product needs.
- As the owner of location OH&S accountability, champion a culture of safety and ensure execution of the Habitat Edmonton Safety Program.
- Adhere to provincial legislation and organizational policy in regard to worksite safety.
- Always demonstrate safety skills, which contribute to a safe work environment for self, co-workers, volunteers and customers/donors.

Qualifications

- Have education or relevant experience in management and leadership
- Have retail experience with proven merchandising skills
- Demonstrate core principles of servant leadership, placing the growth and success of their team and organization above all
- Possess strong interpersonal relationship skills
- Proven ability to coach and motivate staff
- Possess strong communication and organizational skills
- Ability to manage/conduct multiple tasks at the same time
- Be comfortable approaching donors (soliciting for donations)
- Be an independent thinker, possessing strong problem-solving skills
- Be able to manage the needs of the store and make sound business decisions
- Possess strong problem-solving skills while under stress
- Can remain calm in situations of conflict
- Physical ability to work in a fast-paced environment
- Physical ability to work for long periods of time on feet (standing, walking)
- Ability to lift and move items up to 50 pounds on your own

- Computer literacy (Good working knowledge of Microsoft Office Suite, ability to learn point of sale system)
- Familiarity of Human Resources policy and employment standards
- Possess a valid Class 5 Operator's (driver's) licence or have access to reliable transportation
- Have product knowledge of building supplies
- First Aid and WHMIS training (provided)
- Fork-lift certification (provided)
- Be bondable

- Alignment with Habitat for Humanity Edmonton Values
 - Respect and the confident pursuit of excellence in everything we do
 - Working as One Habitat, leveraging collective experience towards common goals
 - Builds trust through every action made in integrity and with a compassionate heart
 - Passionately delivers quality experiences by taking full responsibility for our words, actions, and results
 - Serve as each other's biggest challengers and loudest supporters
 - View every decision through the lens of mission and sustainability
 - Embrace change as an opportunity to innovate and improve
 - Cultivate a safe and comfortable environment for all

Benefits

- After a successful 3-month probationary review, the employee is entitled to a comprehensive benefit package including health, dental, vision, travel assistance, accidental death & dismemberment insurance, life & critical illness insurance.
- Short-term and long-term disability coverage is provided.
- Employer-sponsored RRSP/TFSA plan.
- Employee assistance program.
- Safe, respectful, and healthy work environment.

To apply for this position, please submit a resume and cover letter indicating salary expectation to Curtis Kinal, Director Retail Operations & Facilities at ckinal@hfh.org.

We thank all applicants for their interest. Please note that only candidates who have been selected for an interview will be contacted.

Habitat Edmonton embraces diversity and equitable opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills, as we know that the more inclusive we are, the better our work will be. Our goal is to be a diverse workforce that at all job levels is representative of our community. This relates to all employment decisions, including those in connection with recruitment, hiring, training, promotion, compensation, benefits, termination, and other terms and conditions of employment. Habitat Edmonton ensures that all of our practices are in accordance with Alberta Human Rights Commission legislation and Alberta's Employment Standards Code.