



Assistant Store Manager

Location: ReStore South, 4004 – 99 Street NW, Edmonton, AB T6E 3N5

Full-time: Monday – Saturday shifts

Closing date: Monday, August 10, 2026 11:59 PM

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, couples, and individuals build homes, communities, and hope.
- Habitat Edmonton is one of over 40 Canadian Habitats affiliated with Habitat for Humanity Canada, who in turn is governed by Habitat for Humanity International.
- In addition to being a registered charity, Habitat Edmonton facilitates home construction, manages a portfolio of affordable homes, empowers volunteers and homeowners, and operates a social enterprise that includes six stores.

Position

Habitat for Humanity Edmonton is seeking an energetic, ground engaged, and team-focused **full-time Assistant Store Manager**. The Assistant Store Manager fulfills the responsibilities of a Sales/Warehouse Associate, Store Experience Lead, and Store Experience Supervisor. The Assistant Store Manager is responsible for supporting the Store Manager in leading the operations of a profitable location that effectively serves the needs of Habitat Edmonton.

Key Responsibilities

The Assistant Store Manager will support the Store Manager in overseeing the retail operations of the designated store. Responsibilities associated with this position are to:

- Provide the Director of Retail Operations & Facilities with insight towards the creation of the annual operating and sales budget.
- Create annual, monthly, and daily sales projections in conjunction with the Store Manager and the Director, Retail Operations & Facilities, in alignment with the annual budget.
- Support the Store Manager in driving 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.
- Collaborate with the Store Manager in 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.
- Process or delegate and supervise the reconciliation of daily sales transactions.

- Collaborate with the Store Manager in analyzing and disseminating customer information/demographics for the purpose of establishing business goals.
- Collaborate with the Store Manager on maintain and improving 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.
- Supervise the overall operation of the store in the absence of the Store Manager, including supervision of staff and volunteers, opening and closing the store and setting and arming the alarm system.
- Perform clerical/office tasks, including the use of electronic equipment.
- Provide relief to staff, especially front counter staff, during breaks and peak times of business.
- Organize and prioritize daily tasks to maximize productivity.
- 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.
- Participate in keeping the shared staff areas clean and tidy.
- Support the Store Manager in ensuring that all staff fully understand all Habitat Edmonton operational policies and procedures and uphold these standards of excellence on a daily basis.
- 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.
- Provide excellent customer service, both in person and on the phone. Ensure that customers are approached in a professional manner and in accordance with our ReStore G.U.E.S.T promise:
 - ❖ Greet: Seek out and engage customers
 - ❖ Understand: ask about what brought them in and about the project they are working on
 - ❖ Engage: Show respect before, during, and after the interaction
 - ❖ Solve: Provide solutions for our customers or recommend another option if we are unable to meet their needs
 - ❖ Thank: Show appreciation and thank the customer for thinking of ReStore
- Able to diffuse situations of conflict between customers and staff.
- Ensures that the staff of the assigned store adhere to the same customer service standards.
- Support the Store Manager in building and adjusting schedules as needed to ensure that adequate staffing levels are maintained in response to customer demand, incoming donations, and cost control.
- Identify needs for staff training and provide the training needed to improve staff knowledge and skills in all areas of customer service and store operations.
- Work with the Store Manager on fulfillment of the annual review cycle. Provide constructive feedback to the Store Manager regarding the strengths and opportunities of associates and leads that can be incorporated into performance evaluations.
- Work with the Store Manager, the Director of Retail Operations & Facilities, and Marketing and Communications department to build and deliver promotional strategies and programs.
- Support the Store Manager in 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.
- Clean, price and merchandise donations, and prepare store displays.
- Actively initiate, build, and maintain internal and external relationships to proactively secure donations that meet the store's product needs.

- Maintain up to date knowledge regarding product, operations, and store systems, and ensure this information is effectively communicated to all staff.
- Adhere to provincial legislation and organizational policy in regard to store Safety.
- Always demonstrate safety skills which contribute to a safe work environment for self, co-workers, volunteers and customers/donors.
- Maintain the organization and cleanliness of all areas of the store, including sea containers and the yard, and keep it free of safety hazards.
- If assigned to an Habitat Edmonton vehicle for donation pick ups, fulfill all duties and expectations of a Swamper/Warehouse Associate, or a Driver/Warehouse Associate. Prior to operating, Habitat Edmonton requires a copy of your valid class 5 drivers license and clear drivers abstract to be submitted to Habitat Edmonton's insurance.

Qualifications

- Have education or relevant experience in management and leadership
- Previous experience with hiring, onboarding, and training team are considered valuable assets
- 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
- Able to work effectively and efficiently with minimal supervision
- Work well as a member of a team or individually as required
- Have a high level of adaptability
- 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 Karen Red Crow, Store Manager, ReStore South at kredcrow@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.