

DIRECTOR RETAIL OPERATIONS AND FACILITIES

Location: Edmonton, Alberta

Reports to: Vice President, Operations

Employment: Full-time, Permanent

Closing date: Posting will remain open until a suitable candidate is found.

Director Retail Operations and Facilities

Habitat for Humanity Edmonton is seeking a Director, Retail Operations and Facilities to provide strategic and operational leadership for our ReStore retail locations, distribution centre, facilities, and future social enterprise initiatives. Reporting to the Vice President, Operations, this role is responsible for translating organizational priorities into strong retail performance, sustainable growth, positive customer and donor experiences, and a safe, values-aligned workplace culture.

About the Role

The Director is an integral member of the ReStore leadership team and plays a key role in advancing Habitat Edmonton's work of providing families with access to safe and affordable home ownership throughout Northern Alberta. The successful candidate will lead multi-site retail operations, support revenue growth, steward financial performance, oversee facilities responsibilities, and guide teams through change with servant leadership and operational discipline.

Key Responsibilities

- Lead retail operations across ReStore locations and future social enterprise initiatives.
- Translate strategic priorities into operational plans, sales projections, budgets, performance targets, and team priorities.
- Provide profit-and-loss leadership for retail operations and support sustainable revenue growth.
- Analyze sales, customer, donor, and operational information to identify opportunities for improvement and growth.
- Develop and execute plans for new store opportunities, including business cases, budgets, space planning, staffing, inventory planning, operational setup, and marketing coordination.
- Lead and develop retail and facilities teams while supporting a positive, inclusive, and accountable culture.
- Strengthen customer, donor, volunteer, supplier, landlord, and stakeholder relationships.
- Oversee product intake, pricing, merchandising, distribution, space planning, and standards that support an excellent in-store experience.
- Oversee the organization's Occupational Health and Safety Program and Workers' Compensation Board (WCB) processes, ensuring regulatory compliance, proactive risk management, workplace

injury prevention, incident investigation, claims management, and effective return-to-work programs.

- Oversee facilities, leases, insurance, building maintenance, equipment, security, safety systems, and third-party service relationships.
- Champion safety standards, occupational health and safety practices, and environmental sustainability across retail and distribution operations.

What You'll Bring

- Minimum 10 years of progressive retail leadership experience, ideally within a multi-location or multi-department environment.
- Proven ability to drive retail performance, manage budgets, analyze sales and operational data, and translate insights into action.
- Strong business acumen with experience developing business cases, supporting revenue growth, and leading operational change.
- Demonstrated success leading, coaching, and developing diverse teams in a fast-paced environment.
- Excellent interpersonal and communication skills, with the ability to build relationships with customers, donors, volunteers, employees, suppliers, and community partners.
- Experience overseeing facilities, leases, vendors, equipment, safety systems, or related operational assets is considered an asset.
- Entrepreneurial mindset, strong organizational skills, sound judgment, integrity, and the ability to manage competing priorities.
- Demonstrated experience overseeing Occupational Health and Safety programs, including regulatory compliance, workplace hazard assessments, incident investigations, and injury prevention initiatives.
- Valid driver's licence and ability to travel regularly between ReStore locations.
- Alignment with Habitat Edmonton's values, and commitment to safe, inclusive, and respectful workplace.

Working Conditions

This role is primarily office-based and includes regular time in retail and distribution environments. The work is fast paced and includes frequent short-term deadlines, competing operational priorities, and occasional critical or unusual situations. Regular travel to ReStore locations is required.

Why Join Habitat Edmonton?

At Habitat for Humanity Edmonton, your work helps build strength, stability, and independence through affordable home ownership. You will join an organization where retail operations, social enterprise, volunteer engagement, environmental sustainability, and community impact come together to support families across Northern Alberta.

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.

How to Apply

Please submit your résumé and a brief cover to humanresources@hfh.org with the subject line: **Director Retail Operations and Facilities** by October 9, 2026

Habitat for Humanity Edmonton is committed to an inclusive and accessible recruitment process. Accommodation is available throughout the selection process upon request.

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.