Store Experience Lead

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

Full-time: Monday – Sunday shifts

Closing date: Monday, November 16, 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 Store Experience Lead**. The Store Experience Lead fulfills the responsibilities of a Sales/Warehouse Associate and is responsible for opening and closing the assigned ReStore, setting and disarming the alarm system, and handling additional supervisory and customer service tasks at Habitat for Humanity Edmonton (Habitat Edmonton) ReStores.

Key Responsibilities

The Store Experience Lead participates in the effective management of the assigned ReStore location by working with staff, volunteers and customers to achieve the financial objectives of the organization. The responsibilities associated with this position are to:

- Demonstrate an understanding of financial key performance indicators and how the store operations impact these KPIs to drive future sales and operate an economically viable enterprise.
- Supervise the overall operation of the store in the absence of the Store Manager or Assistant 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. Ensure that sales transactions are handled with accuracy.
- Uphold all store loss prevention measures.
- Participate in keeping the shared staff areas clean and tidy.
- 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.
  A related expectation of this responsibility is to 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.
- Be able to provide day-to-day coaching, mentoring, and motivation to help drive sales while delivering exceptional customer service.
- Provide constructive feedback to the Store Manager / Assistant Store Manager regarding the strengths and opportunities of associates that can be incorporated into performance evaluations.
- Work with the leadership team to deliver promotional strategies and programs.
- Be knowledgeable about the suitability of donations and be able to provide suggestions to help redirect refused donations not suitable for sale in ReStore.
- Support the Store Manager in the execution of all donor paperwork for timely and accurate tax receipting purposes.
- Clean, price and merchandise donations, and prepare store displays.
- 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 a Habitat Edmonton vehicle, 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 driver's license and clear driver's abstract to be submitted to Habitat Edmonton's insurance company.

Qualifications

- 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
- Proven ability to coach and motivate staff
- Possess excellent communication skills
- Ability to manage/conduct multiple tasks at the same time
- Possess strong problem-solving skills while under stress
- 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)
- 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 Dan Corbett, Interim Director, Retail Operations & Facilities at dcorbett@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.