



Assistant Store Manager

Scope of Responsibilities:

The Assistant Store Manager is responsible for assisting in various administrative and operational matters which affect the Restore. Under the guidance and direction of the Store Manager, the Assistant Manager may accept any role or responsibility that supports these operations. These tasks include any function that is required on a daily, weekly, and monthly routine to successfully sustain, and steadily advance all store operations. In addition, the Assistant Manager will be given specific duties that are his/her sole responsibility. These specific duties are outlined below.

Specific Duties:

- In the Store Managers absence and/or direction, step in to fulfill any necessary administrative or operational function for the store.
- Open and Close the ReStore routinely
- Uphold, & exhibit store values at all times, including its culture, and customer service foundations.
- When needed, direct the back-room flow
- Act as a conduit between back room and sales floor
- Assist with donation procurements on and off premise as needed
- Delegate and follow up with all production staff & Volunteers to ensure [Standard Operating Procedures] for the production of all incoming inventory including safety and cleanliness guidelines are followed
- Oversee the pricing of all inventories to ensure the [pricing guidelines] are followed.
- Confer with the Store Manager on unique or questionable items that fall outside the scope of the pricing guidelines.
- Lead volunteers and staff on a continuous basis to ensure proper culture and processing procedures are upheld
- Supervise & manage the volunteers. Ensure new volunteers are properly oriented in ReStore Operations, given job tasks, and are following through with these tasks. Be there to support them in anything they may need to successfully get the job done.
- Adjust to different job duties/tasks quickly throughout the Restore to support whenever and wherever needed
- Upholds store and customer service policies, guidelines and procedures
- Sells Restore Merchandise in accordance to company procedures
- Organizes products on sales floor and performs display maintenance
- Follow, uphold, and enforce all store policies and procedures
- Represent the ReStore and HFHBC in a positive manner by providing excellent customer service at all times to external and internal customers.
- Adjust to different job duties/tasks quickly throughout the ReStores and Donation Stations to support whenever and wherever needed
- Any travel that is requested is reimbursed following state reimbursement laws and mileage will be determined when the employee reports to their permanently assigned location and then travels to other work sites.
- Serve as a role model to all staff & volunteers, (lead by example).
- Performs additional tasks as assigned by the ReStore Manager

Work Habits:

- Communicates in an engaging and professional manner
- Perform all duties in a safe manner and ensure that store staff and volunteers adhere to all safety guidelines.
- Uphold all store and customer service policies, guidelines and procedures.
- Ensure staff & volunteers uphold all store and customer service policies, guidelines and procedures.
- Values a team-oriented approach to decision-making and problem solving
- Demonstrates organizational and follow-through skills
- Works effectively both individually and in a team environment
- Uses discretion when dealing with sensitive or confidential matters

Professional Skills and Experience Required:

- High School diploma or equivalent
- Must be able to perform simple math
- Proficient with Microsoft Office software and ability to use computers and basic software with little or no instruction
- Attention to detail
- Ability to efficiently & effectively prioritize
- Self-starter with ability to work independently
- Friendly, courteous with good customer service skills
- Must be able to work a flexible schedule to include weekends
- Honesty and integrity in handling retail sales revenue
- Ability to calmly organize multiple demands under pressure
- Must be over 18
- Ability to travel when necessary, for training, or support of any existing or future ReStore(s) within Bucks County.
- Ability to safely lift and position up to 50 pounds frequently and up to 100 pounds with assistance. Job entails frequent physical activity included and not limited to bending, kneeling, standing, walking, squatting and reaching, often in awkward or tiring positions. Bulk of time will be spent standing, walking and otherwise assisting customers.

Position reports to: ReStore Manager

Pay range: \$20.45 to \$21.65/hr.