



ReStore Operations Manager
Maumee Valley Habitat for Humanity
Job Description



Reports to: ReStore Director

Direct Reports:

- ReStore Associates
- ReStore Cashier
- ReStore Donation Ambassadors
- ReStore Warehouse Supervisor

Employment Status: Full-Time Salaried

Hours: Tuesday-Saturday

Job Classification: Non-Exempt

Salary Range: \$48,000 - \$54,000

Position Summary:

Habitat for Humanity ReStore in Maumee, Ohio is a nonprofit home improvement store and donation center that sells new and gently used furniture, appliances, home accessories, building materials and more to the public at a fraction of the retail price.

The ReStore Operations Manager, under the direction of the ReStore Director is responsible for the overall business operations and performance of the ReStore with a focus on managing the ReStore team, the sale and management of quality donated goods, the customer experience, and the cleanliness and organization of the store. The ReStore Operations Manager oversees a team who are all responsible for ensuring donors, customers and volunteers have an excellent experience when engaging with ReStore.

Key Responsibilities:

1. Staff/Volunteer Supervision and Performance Management – 50%

- Supervise and provide day-to-day oversight of ReStore employees and volunteers to ensure consistent, high-quality customer service and operational execution. Set clear expectations, monitor performance and attendance, provide coaching and feedback, and ensure cross-training on policies and procedures for both the warehouse area and sales floor.
- Inspire, encourage, coach, counsel, mediate, and discipline staff and volunteers to increase productivity and sales, while maintaining documentation and ensuring accountability to established standards.
- Ensure adequate sales floor, warehouse, truck driver, and cashier coverage through proactive scheduling and real-time adjustments. Oversee task assignments and prioritize workload to meet daily operational needs; Manager and Director are responsible for coverage when there is a gap.
- Lead regular team huddles and ongoing communication to align staff and volunteers on daily priorities, customer service expectations, safety requirements, and operational changes.
- Monitor team performance and key operational indicators (e.g., attendance, donation processing flow, pricing timeliness, merchandising standards, customer service, and safety practices); identify gaps, implement corrective actions, and escalate issues to the ReStore Director as appropriate.
- Oversee onboarding, training, and ongoing development for staff and volunteers; ensure training completion is tracked and that procedures are followed consistently across shifts.
- Maintain an active management presence during store hours by remaining visible on the sales floor and in the warehouse to oversee operations, reinforce standards, monitor safety and policy compliance, and address issues in real time.

2. Operations Management and Customer Service – 50%

- Provide and model consistent high-quality customer service by answering questions, assisting with merchandise, clarifying policies, resolving disputes, and greeting customers. Ensure issues and disputes are professionally resolved and reported in a timely basis.
- Manage the sales floor by overseeing donation flow, pricing, display, and exit along with organizing the logical and attractive display of merchandise. Ensure the sales floor is clean and safe.

- Manage the ReStore grounds, sales floor, warehouses, and fleet with additional focus on assuring quality donations and customer service to support annual goals.
- Manage the donation drop-off/pick-up warehouse area so donors/customers are receiving quick and quality service and quality donated items are being accepted, cleaned, priced and sent to the sales floor in an efficient manner. Ensure the warehouse area, along with exterior grounds, forklifts, and ReStore fleet remains clean, safe, and operable. Ensure trash is picked up and emptied daily and recycling bins are in place and ready.
- Prepare appropriate space for incoming items and facilitate the logical and attractive display of merchandise.
- Assist in the coordination of large donation pick-ups and with the unloading of ReStore trucks and in the inventory, storage, and movement of donated and purchased product.
- Ensure dumpsters are called in when full and propane filled when down to one tank left. Ensure the area around the dumpsters are clean and safe.
- Work with ReStore Director to identify, solicit, and secure donations.
- Ensure adherence to the Affiliate Safety Policy.
- Perform other duties as assigned

Qualifications, Certifications and Skills

- Minimum High School Diploma or GED required. Associate's degree from an accredited college or university preferred. 2+ years of retail/operations leadership experience preferred. Equivalent combination of education and experience will be considered.
- Demonstrated understanding of retail sales floor and warehouse operations, including donation intake/processing flow, basic merchandising standards, pricing processes, and safe material handling practices.
- Proven experience supervising and providing day-to-day oversight of employees and volunteers, including coaching, documentation, accountability to standards, and supporting scheduling/coverage to meet operational needs.
- Excellent verbal communication and presentation skills, including ability to lead team huddles, provide training, and deliver clear coaching and feedback.
- Strong problem-solving and conflict-resolution skills, with ability to address issues in real time, de-escalate customer/volunteer concerns, and escalate sensitive matters appropriately while maintaining service and safety standards.
- Ability to lift up to 60 pounds, stand, squat, bend, and climb in/out of truck on a regular basis and ability to work in a fast-paced team environment and the ability to multi-task.
- Proficiency in Microsoft Office (Word, Excel) and email, including ability to use spreadsheets for basic tracking/reporting and support scheduling and operational organization.
- Certification for forklift operation (training provided, if necessary).
- CPR, AED and First Aid certification required (training provided, if necessary).
- A valid driver's license and the ability to be insured under Maumee Valley Habitat for Humanity's auto insurance.
- Must pass background check including criminal records and sex offender registry prior to offer of employment.
- Ability to establish and maintain excellent working relationships with supervisor, co-workers, and other Maumee Valley Habitat for Humanity staff.
- Must have commitment to the Habitat mission and uphold its values and ethics.

Maumee Valley Habitat for Humanity is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: Maumee Valley Habitat for Humanity is committed to the principle of equal employment opportunity for all applicants and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Maumee Valley Habitat for Humanity are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the location where we operate. Maumee Valley Habitat for Humanity will not tolerate discrimination or harassment based on any of these characteristics. Maumee Valley Habitat for Humanity encourages applicants of all ages."

By signing below, I am stating that I understand the requirements, essential functions and duties of the position.

Employee's Signature _____ Date _____