



We build strength, stability, self-reliance and shelter.

JOB TITLE: ReStore Customer Service Manager

POSITION VISION AND SUMMARY:

To ensure that the ReStore is a friendly place to find treasures and invites the public to participate or contribute to the advancement of Habitat's mission. The Customer Service Manager will ensure that we have an engaged, consistent ReStore volunteer base, excellent customer service experience for all shoppers, and opportunities to welcome the community to ReStore.

DUTIES & RESPONSIBILITIES

- Advances customer service policies that create a positive team-oriented environment where staff, volunteers, and customers are respected and valued
- Collaborates with leadership team to develop fun, in-store and online promos to keep customers excited in an effort to meet or exceed weekly sales goals
- Executes systems for effective cashier scheduling, cash management, and reconciliations & deposits
- Manages customer service concerns with respect, patience, and resolution
- Develops and executes an intentional plan for volunteer recruitment, culture, and appreciation
- Ensures the CRM system is utilized to its fullest capacity to track volunteer involvement
- Collects and analyzes sales data on a monthly and quarterly basis to present suggestions to the leadership team to best optimize sales metrics, including sales per square foot and average discounts.
- Maintain external communications through social media channels, constituent emails, donor pick-up booking system, website updates, and phone systems.

MINIMUM REQUIREMENTS:

- Education: BA or equivalent job experience
- Leadership experience
- Excellent written and verbal communication skills
- A passion for Habitat for Humanity's mission to build affordable homeownership opportunities in Monroe County

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Superior communication (verbal, listening, and written), organizational, and time management skills
- Comfortable in fast-paced, dynamic environment that must evolve to meet the needs of the mission
- Ability to take initiative, lead, and set priorities while respecting the input and participation of volunteers and colleagues
- Talent for working in sync with a wide range of people and the ability to act as an ambassador for the mission of Habitat, focusing on customer service and a deep gratitude for community
- Good general health and able to bend, stoop, reach, climb a ladder, and frequently relocate 60 pounds or more
- Proficiency with graphic design software (Adobe InDesign, Canva, or equivalent) and Microsoft Office
- Comfortable using social media, e-newsletter (Constant Contact, and web platforms (Word Press)

ABOUT HABITAT FOR HUMANITY OF MONROE COUNTY

Habitat for Humanity of Monroe County is a nonprofit organization dedicated to building affordable homeownership opportunities in partnership with community members in Monroe County. Qualifying families complete homeowner readiness classes and earn sweat equity (volunteer) hours before building their future home with Habitat. Through volunteer labor and community support, the homes are sold to future homeowners and financed with affordable loans. Our vision is a world where everyone has a decent place to live. For more information, visit www.monroecountyhabitat.org.

TO APPLY: please email your resume, cover letter, and two professional references with contact information to grannan@monroecountyhabitat.org. Applications will be reviewed on a rolling basis until the position is filled.

Mutual respect, a willingness to work together as a team, and ongoing communication between staff persons and key volunteers is essential to the success of Habitat.