

# Palouse Habitat for Humanity

## Palouse Habitat for Humanity Surplus Sale Manager

### Job Description

**Surplus Sale Mission:** Generate revenue to support Palouse HFH's home build and repair programs, offer the community an affordable option for home improvement materials, and promote reduce-reuse-recycle culture in our community.

**Palouse Habitat for Humanity Mission:** Serve our neighbors in need by working to eliminate poverty housing on the Palouse and worldwide.

**Position Summary:** The Surplus Sale Manager works to achieve the Surplus Sale mission. The Manager builds relationships with community tradespeople, business groups, churches, donors and others to secure donations and raise awareness of Palouse HFH's mission in the community. The Manager oversees all operations of the Surplus Sale, providing a consistent, safe and positive work environment for staff and volunteers, and providing a high-quality donor to customer experience.

**Duties and Responsibilities** include, but are not limited to:

1. Promote the mission of Palouse HFH and the Surplus Sale.
2. Ensure a quality experience for shoppers, donors, volunteers, Habitat homeowners and staff. Foster a supportive team atmosphere and promote long-term relationships. Ensure a safe, secure and clean work and shopping environment.
3. Manage staff and volunteers. Actively recruit volunteers in conjunction with the Volunteer Coordinator. Develop a formal system to communicate needed information and updates to volunteers and staff in a timely manner.
4. Drive donations and sales to further mission. Oversee marketing and promotion, including traditional and online media. In conjunction with the Executive Director, design and carry out advertising campaigns to raise the store's visibility in the community, build the donor and customer base.
5. Ensure quality inventory and display; supervise and assist with merchandise management. Ensure merchandise display promotes safety and maximizes sales. Determine and train on guidelines for donation acceptance.
6. Oversee schedule for staff and volunteers, maintenance and repair activities, sales and special events. Ensure the store is adequately staffed.
7. Oversee volunteer welcome and safety briefings for all non-regular volunteers, and annual organizational briefings and trainings for regular volunteers.
8. Ensure the physical integrity of the building. Monitor the condition of exterior and interior building and work with the Executive Director to address repair or improvement needs.
9. Manage Surplus Sale books and sales records. Complete a daily close out and bank deposit. Work with PHFH bookkeeping volunteers to maintain sales, accounting and banking records for the Surplus Sale. Ensure appropriate computer systems are in place to keep records correctly and donors appropriately tracked. Use sales data to track demand.
10. Oversee employee timesheets.

11. Develop relationships with other Habitat Store and ReStore managers to explore potential partnerships.
12. Participate in training, including HFHI webinars and conferences to stay current with HFHI policies and best practices to improve the Surplus Sale.
13. Complete and file accident & witness incident reports with the Palouse HFH office according to HFHI policy and guidelines.
14. In conjunction with the Executive Director and PHFH Board, implement and update policies and procedures for a safe, secure and high-quality performance of all aspects of the Surplus Sale.
15. Attend monthly PHFH Board meetings to provide a formal report; and provide an annual report at the end of each fiscal year.
16. Comply with HFHI Policies and the ReStore Affiliate Operating Manual, PHFH policies and handbooks, and applicable federal and state laws.

**Required skills and characteristics:**

1. High standards of personal and professional integrity and accountability.
2. Knowledge of retail store operations, with history of excellent customer service, cash controls, performance management, merchandizing, store safety and inventory control.
3. Familiar with construction and home renovation materials. Knowledge of building materials and tools, especially as it relates to DIY renovation and repair work.
4. Strong interpersonal and communication skills.
5. Strong leadership and inter-personal relationship building skills.
6. Strong problem-solving skills and the ability to handle stressful situations.
7. Ability to follow directions, with attention to detail and follow through on initiatives.
8. A history of building positive, cooperative long-term relationships.
9. Comfortable with computer and internet, including Microsoft Office suite, point of sale systems, video security systems and common social media platforms.
10. Experience handling cash, assisting with budgets, and reporting expenses and income.
11. A valid driver's license and the ability to drive a 14' box truck.
12. Able to conduct business and be physically active while meeting PHFH COVID 19 safety precautions, such as wearing mask.
13. Ability to safely lift and position up to 50 pounds, and occasionally more with assistance. Job will involve ladder and stair climbing, bending, kneeling, twisting and reaching, possibly in awkward or tiring positions. Much of time will be spent standing, walking and otherwise assisting customers.
14. High School Diploma or equivalent

**Preferred skills:**

- 1) A minimum of 3 years experience in retail
- 2) A minimum of 3 years experience with renovation, repair and DIY work
- 3) Post-high school training and experience in business management

**Position:**

- 1) \$35,360/yr salary
- 2) Responsible to Executive Director
- 3) Oversees Assistant Director, Truck Driver and volunteer staff
- 4) Hours: Tuesday-Saturday. 9:00 AM – 5:00 PM
- 5) Benefits: paid vacation and holiday leave
- 6) Open until filled.
- 7) Send resume and cover letter to:

Jennifer Wallace, Executive Director  
Palouse Habitat for Humanity  
PO Box 3054  
Moscow, ID 83843  
Director@palousehabitat.org

**COVID 19 Precautions:**

PHFH Board of Directors adopted a policy guiding operations during COVID19 to protect staff, volunteers, donors, shoppers and beneficiaries of our programs. A copy of this policy is available on request. At the Surplus Sale, precautions (as of 6/9/20) include staff wearing masks, masks offered to shoppers (but not required), social distancing within store, shoppers limited to five at a time, installation of a plexiglass shield at check out, credit card only (no cash or checks), isolation of donations for 72 hours before they are put on sale floor. The BOD is evaluating and updating this policy monthly.