

Position Title: Assistant Store Manager

Home Resource is a non-profit community sustainability center. We work with, in, and for the community to reduce waste and build a more vibrant and sustainable local economy. We collect and sell reusable materials, channel materials to those in need, provide meaningful work opportunities, and educate & inspire to promote a sustainable future.

Job Summary: Assistant Store Managers support the Home ReSource mission by running the day-to-day operations of our retail store. Assistant Store Managers report to the Store Director, and coordinate with the Facilities Coordinator, Pick-ups, and Yard Coordinators, and Executive Director, and help implement the store operational plan.

General Responsibilities

- Support and embody Home Resource's Mission, Vision, and Organizational Culture
- Support and enforce Home ReSource's policies and procedures
- Help create a safe, positive, equitable, and learning work environment
- Coordinate and communicate effectively with all HR staff on relevant topics; maintain confidentiality as appropriate
- Problem-solve day-to-day challenges and maintain a learning stance
- Articulate what Home ReSource does, project a positive image, help generate community support for all aspects of HR
- Have and use effective public relations & interpersonal skills
- Be accountable for yourself and your actions
- Work cooperatively and effectively with other staff, agencies, and professionals in the community

Position Responsibilities

Leadership & Management

- Ensure day-to-day operations are safe, well-managed, and conducted according to policies, procedures, organizational culture and SOPs
- Ensure coordinated and consistent implementation of operational goals, personnel management, safety, infrastructure protocols, and store organization
- Determine the daily tasks for store staff, some program participants and volunteers, and ensure the consistent completion of those tasks
- Know, support, enforce, model, and train on organizational culture, policies, procedures and Standard Operating Procedures (SOPs)
- Work with other store staff and Store Director to problem-solve issues and develop strategic, practical solutions and to achieve mid- and long-term operations tasks (infrastructure, information, policy upgrades, etc.)
- Assist in the repair and upkeep of inventory and infrastructure
- Operate, trouble-shoot, and train other employees on the POS system
- Provide final word on day-to-day pricing, donations, and other decisions about materials and staff

Customer Service

- Ensure pricing is consistent and customers have a good experience
- Ensure all customers are greeted and assisted promptly
- Handle customer concerns and complaints

Communication

- Communicate relevant organizational issues, events, instructions, priorities, and procedures using appropriate communication channels; including morning huddles, day-to-day communication, and e-mail communication
- Participate in operational meetings, be prepared with updates and issues to address
- Support chain of command – know who should address what issues, help staff problem-solve, address concerns, and take larger issues to the correct people to address and resolve
- Provide timely and constructive feedback using all HR feedback channels, including annual employee reviews

Safety

- Recognize and intervene in risky or unsafe situations, ensure employees are following best safety practices and managing risks appropriately
- Provide ongoing safety, procedural, SOP, and other necessary information and training to employees, program participants, and volunteers to promote a clean, safe, positive environment
- Operate the forklift to safely transport, store, and load materials; be able to train others on forklift and ensure safe use of all equipment
- Participate in all in-house safety trainings and attend at least one outside training per year

Skills Required

Management and supervisory skills

Familiarity with building materials use, reuse, and pricing

Excellent communication and interpersonal skills

Problem-solving, team-building and conflict resolution skills

Essential Functions

Able to be on your feet and moving, stand for long periods of time, and work 10 hour days

Communicate effectively through e-mail, verbally in person, and on the phone

Able to move heavy and awkward building materials

Ability to drive a forklift

Be adaptable to rapidly changing circumstances

Competent with the safe operation of most power tools

Minimum Qualifications

2 yrs experience in retail, a relevant trade, or have held a supervisory position.

Computer proficiency using Windows based software (Word, Excel, Email, and Internet)

Montana Driver's License

Hours, Pay: 35-40 hours per week, \$15- \$18/HR DOE

How to Apply: Submit a resume, cover letter and three references to carly@homeresource.org by December 18, 2020.

Home ReSource will conduct background checks on all final candidates, and offers of employment are contingent upon those results.

Benefits: Generous paid vacation and holidays, paid family medical leave time, dental & vision insurance, additional wellness benefits, simple IRA Match or HSA Contribution, sustainable commuter benefit, up to 12 paid community volunteer hours per year, staff appreciation activities and meals, chance to work with great people in values-based, triple bottom-line business that works to reduce waste and build community, consideration for advancement into new positions in our growing green business, and more.

COVID-19 Considerations: Home ReSource is taking safety precautions during COVID-19. We require all staff to adhere to these safety precautions, including, but not limited to: wearing a mask at all times (PPE provided), washing hands upon building entry and frequently throughout the day, and following social distancing guidelines in and out of the workplace.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Home ReSource will be based on merit, qualifications, and abilities. Home ReSource does not discriminate in employment opportunities or practices because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, military status, or mental or physical disability.

Home ReSource is committed to providing a safe environment that is free of discrimination and harassment. It is against Home Resource's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward any individual because of their race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, military status, or mental or physical disability.