



Position: DuPage Habitat for Humanity (DHFH) and Chicago South Suburbs Habitat for Humanity (CSSHFH) seeks a Director of Retail

Reports to: Executive Director

Status: Full time salaried with benefits

ORGANIZATION DESCRIPTION

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, community, and hope. We envision a world where everyone has a decent place to live.

Habitat is an ecumenical housing ministry that makes possible the dream of home ownership for low income families. By creating an affordable mortgage, typically much less than average rental rates in the market area, we provide stability and an increase in disposable income by 20-30% or more. That increase results in outcomes that most average and above income makers take for granted. These outcomes include: The ability to adequately feed the household; having safe and healthy living conditions; providing for a supportive educational environment that leads to increased rates of high school graduation and college degrees; having health care coverage; being involved in the community; and ultimately providing an increased sense of hope. This game changer is the best method to break the cycle of generational poverty.

DHFH and CSSHFH are locally run affiliates of Habitat for Humanity International, a nonprofit, ecumenical Christian housing organization. DHFH and CSSHFH work in partnership with a wide range of stakeholders to build affordable housing that fits the community. The houses are sold to qualifying families at no profit and with an interest free mortgage. The affiliates are in the midst of substantial growth and development. We are a midsized affiliate with an aggressive growth plan that will significantly increase the number of families we serve. We are seeking to make a long-term impact on the supply of affordable housing in DuPage County, Chicago South Suburbs, and the lives of Habitat homeowners.

Habitat for Humanity ReStores are home improvement stores and donation centers selling new and gently used furniture, appliances, home goods, building materials and more. This effort has a two-fold outcome of providing a sustainable funding source for Habitat for Humanity Homeownership, Home Repair, and other programmatic work while diverting tens of thousands of tons of waste from landfills. The Director of Retail will lead a team of approximately 25 people in three locations. It will also work with our ReStore Board and the executive director to maximize profitability in those stores and grow the number of stores in our service area to increase revenue for mission support.

SUMMARY OF JOB DESCRIPTION

Reporting to the Executive Director, the Director of Retail will manage and grow a retail operation that sells used and over-stock building materials, appliances, and furniture to provide a revenue stream used to support sustainable funding source for Habitat for Humanity Homeownership

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees and manages all Restore operations, full P&L responsibility, donation procurement, talent recruiting & retention, and retail operations.
- Partners with Development (Fundraising) Team to grow and nurture ReStore In-Kind Donations program.
- Partners with Community Engagement to develop an effective volunteer base to help carry out the work of the Restore as needed.
- Builds upon and executes the Retail Strategic Plan as part of the Affiliate's Strategic Plan.
- Sets a positive environment for all employees, volunteers and patrons. Provide superior customer service; safeguards that grievances are addressed appropriately.
- Ensures all activities are carried out in a safe and healthy manner, meeting all OSHA and environmental requirements.

Financial Management and Development

- Oversees ReStore finances and cash flows to ensure compliance with approved budget.
- Provide monthly reports of sales activities, expenses, progress on projects, etc. to Executive Director for Board of Directors.
- Work closely with the Executive Director to create and implement policies and procedures for efficient and effective operation of the ReStore, as well as plans for promotion of and growth in the ReStore – including online sales and additional locations.
- Implement and monitor daily monetary transactions and deposits.
- Monitor competitive pricing and practices. Set pricing for all merchandise consistent with existing policy and train staff accordingly.

Personnel and Volunteer Management

- Screens, hires and discharges Restore staff.
- Participates in the onboarding of all ReStore and Affiliate staff
- Implements and enforces DHFH personnel policies.
- Supervises trains and directs key staff in the performance of their duties, including determining staff job descriptions.
- Evaluates the performance of ReStore store managers no less frequently than bi-annually.
- Oversees control and direction for the personnel and volunteer function at ReStore.
- Provides recommendations to the Executive Director on proposed changes in staffing and organization structure.
- Prepares Annual Operational Plans and Budgets for approval of the Affiliate Board of Directors
- Oversees and directs the ReStore team activity to ensure schedule and within budget.
- Oversees and directs the Restore team to ensure sales meet or exceed stated targets.
- Ensures all policies and practices associated with the donation to and sale of materials from the ReStore are followed.
- Ensures that all facilities are clean, inviting, with appropriate merchandising that appeals to all, and that all equipment, vehicles, and the like are maintained to the highest standard.

Marketing, HFH Affiliates, Public and Community Relationships

- Maintains relationships with other area ReStore and local Habitat for Humanity Affiliates, DHFH staff and volunteers, and Habitat partner families.
- Develops and maintains appropriate relationships with local coalitions, funding sources, supporters and donors including religious and corporate organizations; federal, state and local government units; other agencies donating to provide a steady flow of goods and merchandise.
- Document donations and sales of goods and merchandise precisely and in accord with policy.
- Provides positive visibility of DuPage Habitat for Humanity ReStore in the community.

- Oversee and coordinate a marketing plan that includes advertising, networking, in-store display/sales presentation, website development in order to solicit donations, recruit volunteers and boost sales.
- Maximize the use of donor and customer base with an eye toward increasing donations and sales.

Senior Leadership Team

- Serve as a member of Senior Leadership Team and follow that team's mission to "Recruit and develop individual talent into championship teams to grow the organization in the mission of Habitat." In that role the Director of Retail:
 - Supports Increasing resources and their effectiveness; collaborating and leveraging opportunities with an entrepreneurial spirit.
 - Serves as a strategic thought partner on substantive issues that are relevant to the pursuit of the mission focusing on staff support and management, budgeting, short and long term strategy, addressing crisis, and pursuing new opportunities.

Other Duties

- Performs other duties as may become necessary or required for the successful implementation of the organization's mission.

THE IDEAL APPLICANT WILL HAVE THE FOLLOWING QUALIFICATIONS:

- Leadership ability and previous retail management experience
- Demonstrated initiative, ability to work with multiple teams, and ability to manage functional areas. Experience in managing multiple responsibilities simultaneously
- Strong professional written and verbal communication skills and outstanding interpersonal skills are a must
- Professional and cooperative manner and the ability to work with community leadership, board members and donors outside the organization
- Demonstrated passion for and understanding of the organization's mission, vision and values
- Progressive thinker and visionary with complete understanding of relationship management
- Ability to motivate others to produce quality materials with tight deadlines and simultaneously manage several projects
- Ability to participate in and facilitate team-oriented and group meetings
- Strong analytical, quantitative, problem-solving and technical skills
- High energy, clear goal orientation and strong work ethic
- Ability to represent Habitat for Humanity with diverse audiences
- Ability to work occasional weekends and evenings as needed.

EDUCATION AND EXPERIENCE:

- A Bachelor's degree in business management or a related field.
- An advanced degree is preferred.
- Professional experience with 5 years' experience working in retail/project management. A background in multi-store management is a plus.
- Knowledge of the not for profit development, fundraising, business and civic community in the DuPage County area a plus.
- Preferably familiarity with Habitat for Humanity and affordable housing
- Excellent interpersonal and intercultural communication skills; excellent oral communication

and ability to participate in public speaking events.

- Excellent written communication, research, and organizational skills.
- Interest, enthusiasm, and affinity for retail and working with people.

The successful applicant will work well in diverse teams and with varied constituencies. The applicant will enjoy driving change and adapting to market trends. The individual will be self-motivated, work well under pressure and be able to handle several projects at one time. The individual will have good judgment and, ideally, a sense of humor.

Please email cover letter and resume to: Jobs@dupagehabitat.org

*Qualified candidates will be contacted

*Please do not phone to inquire about application status

Habitat for Humanity is an equal opportunity employer