



RESTORE MERCHANDISER & EXPERIENCE LEAD JOB DESCRIPTION

LOCATION:

Chicago, IL

GENERAL DESCRIPTION

The ReStore Merchandiser & Experience Lead is the front-line ambassador for visual merchandising and brand experience for Habitat for Humanity Chicago ReStore.

ReStore is a home improvement center that accepts donated goods from businesses manufacturers, contractors, and the general public. Donations are then processed and sold at discounted prices to the general public. The store's operations generate funds to support Habitat Chicago. The current ReStore in Chicago is in the Sauganash neighborhood and is a 30,000 square foot facility making \$1.4M in annual sales, with a net of \$550K to local programs. Habitat Chicago plans to open a second ReStore in another Chicago neighborhood in the near future with plans for an additional 4-5 stores based on market demand and potential.

The ReStore Merchandiser & Experience Lead reports to and collaborates with the ReStore Business Development Manager. The role is a crucial member of the Habitat for Humanity/ReStore Chicago Brand Experience team responsible for establishing a reimagined, narrative, nimble, well presented, and profitable display of donated goods with a high level of impact and customer satisfaction.

This is an opportunity for a creative, people-oriented person to directly contribute to Habitat's mission of building homes, communities, and hope. The ideal candidate is an enthusiastic visual and verbal storyteller that possesses a positive, forward-looking mindset, is adaptable in a fast-paced atmosphere, works well with the public, and thrives on responsibilities that:

- sustain a safe, well organized, growth-oriented, effective, and efficient operation that builds capacity for growth and a culture of continuous improvement.
- provide an open, safe, productive, learning, and transparent environment.
- nurture a positive and rewarding staff, volunteer, customer, and donor experience.
- eliminate friction and prevents chaos in an eventful, unpredictable, demanding, and fast pace environment.

Success in this position can provide you with the personal satisfaction that you are making a positive difference in the lives of others.

CORE RESPONSIBILITIES

Key Responsibility: Visual Merchandising (40%)

- Consistently demonstrate responsibility for the ReStore look and feel, establishing a neat, clean and organized environment that includes creative, engaging, and well merchandised displays, flexibility, and proactive maintenance

- Establish and enforce visual standards for entire ReStore showroom, create signage as necessary
- Ensure appropriate merchandise stock levels, assortment, and presentations
- Work collaboratively with the operations team regarding priorities, timing, and staging to ensure efficient movement of product from the donation dock to the sales floor
- Ensure all donated items are researched, properly priced, accurately ticketed and safely moved to the sales floor in a timely manner to ensure quick sale and maximum revenue and profit generation
- In coordination with the Business Development Manager execute on-going pricing and markdown strategies to ensure achievement of sales volume targets; safe storage and efficient turn of product
- Plan and prioritize daily maintenance tasks for ReStore sales floor and staging areas
- Oversee selection and pricing of high value and collectible items in-store and on-line

Key Responsibility: Storytelling & Brand Experience (40%)

- Ensure the Habitat Chicago vision, ReStore Chicago mission, and Habitat for Humanity story, opportunities for engagement and support, and related impact is a paramount message across all touchpoints of the ReStore brand experience
- Support ReStore experiential goals for customers, donors, volunteers, staff, and other identified stakeholders at all touchpoints and communicate how they relate/contribute to an impactful experience and highly regarded operation
- Build community and long-term relationships with new and existing stakeholders; work with staff to resolve customer situations ensuring alignment with core values and an exceptional experience
- Engage, coach and mentor volunteers, assess knowledge and skills, assign projects and train as necessary
- Communicate product knowledge and develop tactics for documentation, training, and dissemination
- Communicate with Business Development Manager regarding selling trends throughout the store

Key Responsibility: Operations Support (20%)

- Perform retail sales duties as required including but not limited to: operating point of sale (POS) system; opening and closing procedures; following and ensuring compliance with established Habitat for Humanity Chicago and ReStore procedures and guidelines
- Assist the production process for all donation functions, inventory control, and adherence to the procedures for receiving/processing as required
- Participate in Safety & Quality Assurance walks in store to ensure customer, employee, and volunteer's safety.
- Maintain organization of the sold product storage area
- Help maintain a clean, organized, and sustainable working environment which attracts, retains, develops and motivates staff and volunteers
- Keep the Business Development Manager appropriately informed of important matters
- Provide showroom management in the absence of the Business Development Manager

- Support ReStore team efforts to drive staff development, donations, sales, and profits to further Habitat Chicago's mission
- Support systems and technology solutions for daily operations that ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Provide honest feedback and support to ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Work collaboratively to integrate the ReStore Chicago team, operations, and programs with the broader Habitat Chicago organization and mission.
- Safely drive the Habitat for Humanity ReStore 16' or 24' box truck and safely load and secure donations for smooth transport and safe unloading as required
- Conduct fiscal inventory as required
- Assist and coordinate ReStore events
- Other tasks and responsibilities as directed by ReStore leadership

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of effective retail design and visual merchandising principles
- Maintain a "team first" outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the organization.
- Demonstrate initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and follow up
- Exceptional work ethic and track record of personal initiative and achievement
- Outstanding interpersonal and communications skills with groups and individuals characterized by the ability to listen, speak and write well
- Quick, sound, and decisive decision-maker in rapidly changing conditions; anticipating, addressing, and solving problems
- Demonstrated ability to learn the internal and external work of Habitat Chicago quickly to represent the mission accurately and persuasively to volunteers, donors, and prospects
- Demonstrated skill and knowledge of, or ability to learn quickly, the technology tools including Microsoft Outlook, Word, Excel, and PowerPoint; Salesforce CRM
- Humility, with a willingness to look chaos in the eye, and get down to the order of business
- Personal presence, projecting a professional image in speech, and demeanor in interactions with others in multiple venues and scenarios
- Current authorization to work permanently in the United States
- Valid driver's license

PREFERRED KNOWLEDGE, SKILLS & ABILITIES

- Bilingual, English & Spanish preferred
- Proficiency with Adobe Creative Suite (InDesign, Illustrator, PhotoShop, Premiere Pro)
- Familiarity with warehouse equipment, such as pallet jacks, etc.

EDUCATION, EXPERIENCE

- Bachelor's degree preferred

- A minimum of two years of retail or customer service experience, previous sales and merchandising experience preferred
- Personal volunteer experience

Position Details

- **Hours:** Full-time, including weekends; evening events and meetings as required.
- **Supervises:** Volunteers
- **Environment:** The existing Habitat Chicago ReStore is located at 6040 N. Pulaski Rd. in Chicago. It is accessible by car or by public transit. The ReStore Merchandiser & Experience Lead will have a laptop computer, and phone access in a showroom/office/warehouse.
- **Conditions:** Ability to safely lift and position up to 70 pounds. The job entails occasional bending, kneeling and reaching, often in awkward or tiring positions. 90% of the time is fast-paced merchandising and engaging customers.
- **Compensation:** \$16.00 hourly, plus benefits.
- **FLSA Status:** This position is non-exempt under the Fair Labor Standards Act (FLSA). The incumbent is eligible for overtime pay or compensatory time according to HFH Chicago policy. Further, the employee must submit timesheets that accurately reflect all hours worked.
- **Training:** The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written training and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

To Apply: Submit compelling cover letter and resume to mark.millmore@habitatchicago.org with "ReStore Merchandiser – Your Name" in the subject line by 10/20/2019. Successful applicants will be contacted for interviews. No phone calls please.

Successful Habitat team members share the following characteristics:

- **Trust:** You invest in your fellow team members, and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a "go above and beyond" attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.

- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.