

**Job Description:** ReStore Sales Lead – Habitat for Humanity of the MS Gulf Coast – Gulfport, MS

**Please send a resume with three professional references via email to [jobs@hfhmgc.org](mailto:jobs@hfhmgc.org). Applications will be reviewed quickly, and interviews will be conducted on a rolling basis. No phone calls please.**

**Primary Role:** Under the supervision of the Restore Manager, the ReStore Sales Lead is responsible for enacting merchandising decisions, building upon and sustaining a customer-centric sales culture, and setting the right tone for ReStore associates and volunteers of the Habitat for Humanity ReStore. This position is the “front of house lead” and is also heavily involved in social media and community engagements.

**Responsibilities:**

Operational:

- Drive sales of both donated and purchased ReStore inventory to provide sustainable funding to support Habitat for Humanity’s programs.
- With direction from the ReStore Manager, implement sales strategies that capture and retain a diverse customer base.
- Take the lead on closing large sales and developing relationships with regular customers.
- Manage ReStore social media accounts with consistent branding and voice – highlighting key business messages of “Donate + Shop + Volunteer” – while contributing to ReStore’s overall marketing and advertising strategy conversations.
- With input from the ReStore Manager, oversee merchandising of the sales floor, maximizing available space and using price controls to ensure appropriate turnover of merchandise.
- Ensure that all areas of the sales floor, restrooms, and parking lot are clean, safe, organized, and inviting.
- With help from the ReStore Manager, identify, plan, and engage in community activities within an assigned budget of funds and time, ensuring the Habitat for Humanity reputation is protected and presented accurately.
- Train core volunteers and front-of-house staff (Cashiers & Sales Associates) how to complete transactions and how to deliver high quality, consistent customer service experiences.
- Ensure customer issues or conflicts are promptly reported and professionally resolved, reflecting Habitat for Humanity values even in confrontational and challenging situations.
- Provide direction, supervision, and feedback for all ReStore volunteers on the sales floor.

Finance and Administration:

- As a keyholder, open or close the ReStore facility as appropriate, and maintain proper cash controls while making deposits for the bank and change for cash drawers.
- Ensure compliance with all financial reporting practices, reconciling daily sales and resolving merchant-related issues with HFH Controller.
- Support ReStore Manager in adjusting pricing as necessary for changing market conditions and helping determine daily/weekly discount opportunities that dovetail with operational needs.

Habitat for Humanity of the Mississippi Gulf Coast provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

- Track sales data and trends, adjusting methods to meet customer demand.
- Research and test new growth strategies – such as customer loyalty programs or e-commerce platforms – that may dovetail with the ReStore model.

**Reporting and Communication:**

- Provide monthly reports of ReStore sales activities, volunteer hours, and marketing efforts, offering input on purchasing and procurement strategies when applicable.
- Stay in touch and collaborate with other Gulf Coast ReStores, sharing and adopting best practices.
- Meet with the ReStore Manager on a regular basis to discuss progress and challenges.

**Skills and Personal Characteristics:**

- Ability to plan, schedule, prioritize, coordinate, delegate, and manage multiple work activities.
- Demonstrated interpersonal communication and external messaging skills.
- Attention to detail and overall quality control.
- Computer knowledgeable including Microsoft Office and POS software.
- Self-motivated, reliable, and enthusiastic; able to work in an environment with rapidly changing conditions and unexpected shifts in priorities.
- Strong interpersonal skills, dealing well with a variety of people, personalities, and backgrounds.
- Excellent written and verbal communication skills paired with strong public relations skills.
- Physical ability to perform heavy tasks, including 50+ pounds repeatedly, using carts and dollies, often getting sweaty or dirty, and standing/walking for long periods of time.

**Education and Experience:**

- 2+ years' experience in a retail environment or with online marketing preferred.
- Knowledge of building materials a plus.
- Experience working with volunteers a plus.
- Commitment to affordable housing and HFHMGC's mission, vision, and values.

**Employment Status:** Full-Time salaried position at 40 hours per week, including some Saturdays.

**Salary:** Competitive salary depending on experience, plus a benefits package including medical insurance and 401k options.