



# Habitat for Humanity®

Middlesex

## JOB DESCRIPTION

### **ReStore Assistant Manager**

Full-Time | Salary, Exempt | Reports to: ReStore General Manager

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**About Us:** Middlesex Habitat for Humanity (MHFH) builds affordable homes and creates lasting change in Middlesex County. Our Habitat ReStore plays a critical role in this mission by generating revenue through the sale of donated furniture, appliances, and building materials – directly supporting our affordable housing programs.

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### **Position Summary:**

The ReStore Assistant Manager supports the day-to-day operations of the ReStore, helping to maintain a safe, efficient, and customer-focused environment. This role focuses on donation processing, warehouse operations, and team supervision, and requires a hands-on, physically active approach.

Working alongside the Store Manager, the Assistant Manager helps drive sales, manage donation flow, and maintain strong operational systems. This position plays a key role in ensuring donations are processed efficiently, daily operations run smoothly, and clear expectations are set, communicated, and enforced across staff, volunteers, and drivers.

The ideal candidate is a hands-on leader who creates structure, drives output, and contributes to a consistent, high-performing team environment – balancing operational leadership with accountability, professionalism, and teamwork.

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**Schedule:** 40 hours/week, Tuesday–Saturday; occasional evenings/weekends

### **Compensation & Benefits**

- **Salary:** \$48,000 – \$52,000 + performance-based incentive
  - 20% staff discount at Habitat ReStore
  - Paid Time Off (PTO)
  - Paid Holidays
  - **ReStore Incentive Opportunity:** Performance-based bonus tied to quarterly sales targets
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### **Primary Responsibilities:**

#### **Operations & Floor Leadership**

- Support daily store operations, including opening/closing procedures
- Maintain a clean, organized, and safe sales floor, warehouse, and donation area
- Ensure efficient flow of donations from intake to sales floor
- Provide visible leadership on the floor, setting expectations for productivity and professionalism

#### **Sales & Customer Experience**

- Deliver and model strong customer service

- Support sales goals through active floor presence and merchandising awareness
- Address customer concerns with professionalism and sound judgment
- Foster a welcoming and respectful environment for all customers and donors

### **Donation & Warehouse Operations**

- Oversee donation intake, sorting, staging, and movement to the sales floor
- Ensure quality standards for merchandise
- Maintain an organized, safe, and high-functioning warehouse
- Work alongside the team in physically demanding tasks as needed

### **Team Leadership & Accountability**

- Delegate tasks clearly and ensure follow-through
  - Supervise staff, drivers, and volunteers, including youth participants, during daily operations
  - Reinforce expectations through direct, professional communication
  - Address performance issues appropriately and support team development
  - Lead by example with reliability, accountability, consistency, and respectful, professional communication
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### **Critical Performance Outcomes (CPOs):**

- Consistent, efficient donation flow
  - Clean, safe, and organized warehouse and sales floor
  - Strong daily operations with clear expectations and follow-through
  - Positive, professional customer and donor experience
  - A team environment grounded in accountability and respect
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### **Qualifications**

- 2–4+ years of retail, warehouse, or operations experience
  - Supervisory experience required
  - Strong organizational and time management skills
  - Ability to communicate clearly, navigate direct conversations, and address conflict professionally
  - Ability to delegate, prioritize, and drive results
  - Basic computer skills, including comfort with POS systems, email, and standard office software
  - Comfortable working in a fast-paced, physically demanding environment
  - Ability to lift and move items up to 50 lbs consistently
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### **What We're Looking For**

- A hands-on leader who works alongside the team

- Someone who creates structure, drives output, and contributes to a strong, consistent team environment
  - A team player who takes responsibility and follows through
  - A leader who balances kindness with clear expectations and accountability
  - Someone who values inclusion, respect, and professionalism in all interactions
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### **Physical Demands & Working Environment:**

This is a physically demanding role requiring frequent lifting, carrying, bending, and movement throughout the day. Work takes place primarily in the warehouse and donation areas, with regular activity on the sales floor and occasional outdoor work. The Assistant Manager is expected to actively participate in physical tasks as part of daily operations.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

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### **Why Join Us:**

- Be part of a mission-driven organization making a tangible impact
  - Work in a collaborative, supportive environment
  - Play a key role in strengthening ReStore operations and supporting affordable housing
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### **Equal Opportunity & Safeguarding**

Middlesex Habitat for Humanity is an equal opportunity employer and is committed to building a diverse, inclusive, and respectful workplace.

We are also committed to maintaining a safe environment for staff, volunteers, and the communities we serve. All employees are expected to uphold our standards of conduct and safeguarding, and are subject to background screening.

We encourage candidates from a wide range of backgrounds and experiences to apply.

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### **How to Apply:**

Candidates must submit a resume that describes how their qualifications and experience match the position. Email your cover letter, resume, and a list of three professional references to [dkostek@habitatmiddlesex.org](mailto:dkostek@habitatmiddlesex.org). No phone calls, please.