



**Job Title:** ReStore Supervisor

**Reports To:** ReStore Manager

**FLSA Status:** Non-Exempt | Full-Time

**Location:** Habitat for Humanity ReStore, 926 NW 27<sup>th</sup> Ave., Ocala, FL 34475

**Salary Range:** Competitive pay & benefit package, depending on experience.

## Position Summary

The ReStore Supervisor is responsible for overseeing all day-to-day operations of the ReStore, including leadership of Sales Associates, Warehouse/Truck Team members, volunteers, and family partners. This role ensures exceptional customer service, efficient donation processing, effective merchandising, inventory control, and a safe, organized retail environment.

The Supervisor serves as a hands-on leader who supports all front-end and warehouse activities, provide staff training and coaching, and ensure the store operates smoothly, profitably, and in alignment with Habitat for Humanity's mission.

## Organizational Commitment

As a representative of **Habitat for Humanity of Marion County**, the **ReStore Supervisor** is expected to actively support and uphold our mission, vision, and core values in all aspects of their work:

**Mission:** Seeking to put God's love into action, to bring people together to build homes, communities, and hope.

**Vision:** A world where everyone has a decent place to live.

## Core Values

**Servant Leadership** – We lead by serving.

We are committed through our actions to uplift individuals, families, and communities and to inspire others to join us in our mission.

**Accountability** – We take responsibility for our actions and commitments.

We are dedicated to upholding the highest standards of reliability and transparency, honoring our promises and continuously learning from our experiences.

**Compassion** – We act with empathy and kindness.

We honor, respect and value every person we serve by fostering a culture of care and belonging.

**Legacy** – We build together for generations to come.

We are focused on building a sustainable future where our community grows stronger, and families thrive for generations to come.

All employees are expected to embody these principles in decision-making, customer service, volunteer engagement, and collaboration with coworkers and the community.

## **Responsibilities**

### **1. Team Leadership & Staff Oversight**

- Supervise, train, and support Sales Associates, warehouse staff, volunteers, family partners, and community service workers across all areas of the store.
- Prioritize daily assignments, direct and redirect individuals, and ensure tasks are completed efficiently and to ReStore standards.
- Maintain a positive, mission-focused work environment, encouraging teamwork, professionalism, and customer-centered service.
- Serve as the manager-on-duty when assigned.

### **2. Customer Service & Sales Operations**

- Perform all Sales Associate duties as needed, including cashiering, answering phones, assisting customers, and resolving concerns.
- Ensure operations run efficiently, including accurate register counts, safe cash handling, and proper closing procedures.

### **3. Donation Processing & Merchandising**

- Assist with receiving donations, including lifting, loading, cleaning, pricing, sorting, and organizing merchandise.
- Ensure items are processed quickly and accurately to maintain strong inventory turnover.
- Oversee merchandising standards to ensure the sales floor is clean, organized, attractive, and well-stocked.

### **4. Warehouse & Truck Operations**

- Support and direct the Warehouse and Truck Teams to ensure safe loading, unloading, donation pickups, and equipment operation.
- Maintain the warehouse in a clean, safe, and functional manner, always ensuring compliance with safety protocols.

### **5. Financial & Operational Accountability**

- Ensure all money is handled properly and all daily recordkeeping tasks are accurate and completed on time.

- Monitor inventory, pricing integrity, and product quality to maximize sales and minimize waste.
- Support all other duties related to the ReStore management team as needed

## **Qualifications**

### **Required Experience:**

- Minimum one year of retail management or supervisory experience required.
- Experience in a non-profit or warehouse/merchandising environment preferred.
- Valid driver's license and ability to pass background and driving checks (if required for truck supervision.)

### **Skills:**

- Proficiency in Microsoft Office Suite (Excel, Word, and Outlook).
- Strong leadership and communication skills.
- Self-motivated, organized, and able to manage multiple tasks at once.
- Ability to motivate and work effectively with diverse groups, including volunteers and community service workers.
- Excellent customer service skills and professional demeanor.
- Ability to lift and move furniture and donated items (up to 50 lbs. or per organizational policy).
- Commitment to learning and promoting the Habitat for Humanity philosophy and mission.

## **Physical Requirements**

- A retail store and warehouse setting, which includes both indoor and outdoor work.

## **Measurables for ReStore Supervisor**

1. 100% of Sales Associates and Warehouse staff trained within 30 days of hire.
2. Reduction in staff errors (cash handling, pricing, scheduling mistakes) by at least 10% each quarter.
3. Ensure customers wait at registers remain under 5 minutes during peak hours.
4. Achieve daily/weekly sales goals set by ReStore Manager.
5. Maintain inventory processing time under 48 hours from donation drop-off to sales floor.
6. Maintain a clean and safe warehouse environment, scoring 90%+ on monthly safety.
7. Achieve 100% balanced cash drawers with discrepancies under \$5 per month.
8. Ensure zero preventable safety incidents for staff and customers each quarter.
9. Complete monthly safety training or reminders for all supervised staff.
10. Maintain daily floor standards, scoring 90%+ on weekly management walkthroughs.
11. Ensure restocking of high-demand categories daily (appliances, furniture, home goods).
12. Maintain 90% staff retention in supervised positions (excluding voluntary resignations).

13. Conduct monthly team huddles or mini training sessions on customer service, safety, or sales skills.
14. Demonstrate effective communication measured by manager observations and staff feedback.

### **Additional Responsibilities**

This job description reflects the core responsibilities of the role but is not intended to be all-inclusive. The **Job Title** may be required to perform other duties as assigned to meet the evolving needs of Habitat for Humanity of Marion County. Flexibility and a willingness to adapt to changing priorities are essential. Assist with Habitat events, which include weekends and/or late evening hours.

I acknowledge receipt of the job responsibilities document. I understand that this document is intended to describe the general nature and level of work being performed but are not seen as a complete list of responsibilities, duties, and skills required. Also, this does not establish a contract for employment and is subject to change at the discretion of the employer. This employment is at-will, which means that either the employee or employer may terminate the relationship at any time, with or without notice or cause.

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Signature

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Date

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Print Name