

Front End Supervisor

Job Description

Habitat for Humanity of Dutchess County (HFHDC)

Title: Front End Supervisor

Reports to: ReStore Director

Direct Reports: Sales Floor Assistant Supervisor

About Habitat ReStore: ReStore is a home goods resale store that accepts donations and sells home goods to the public at a fraction of the retail price. Proceeds of items sold at ReStore directly support the mission of Habitat; to build safe, decent and financially sustainable housing.

Job Summary:

Create and supervise a front end environment that ensures every donor, customer and volunteer has a positive experience. The Front End Supervisor is responsible for oversight of the sales floor and cash registers. This position for cash handling implementation and loss prevention. Work with Sales Floor Assistant Supervisor to supervise staff and volunteers as they coordinate floor lay out, assist customers and complete purchases. Supervise staff and volunteers to ensure a safe working and shopping environment is implemented.

Responsibilities:

- Supervise and implement troubleshooting and resolving technology issues
- Oversight of sales floor and registers including but not limited to; lay out, utilization of floor space, loss prevention, color tagging system rotation
- Safety- protocols, enforcement and safety checks
- Implementation of all applicable Habitat for Humanity of Dutchess County policies
- Creating Implementation Plan (including staff and volunteers) to execute responsibilities
- Volunteer & Staff- Training and support including but not limited to; Point of Sales training, cash handling training, safety training, training in each area of the department, support for staff and volunteers who are learning, assisting in problem solving and creating solutions, utilizing Implementation Plan to ensure responsibilities are covered at all times

Required Education, Experience, Knowledge and Skills:

Understand and commit to Habitat Mission

Must be professional in appearance and good ambassador of the Habitat brand.

Demonstrates problem-solving skills, creative solutions and ability to work under pressure

Ability to prioritize tasks

Strong IT/Technology skills including ability to learn point of sales system, ThriftCart and any other necessary programs

Ability to work well and communicate effectively with individuals from diverse backgrounds

Ability to establish, foster and maintain effective working relationships with staff, volunteers and the public.

Ability to delegate and assign tasks while maintaining supervision

Ability to work weekends and evenings when needed

Ability to do heavy lifting up to 75 lbs

High School Diploma or GED

Supervisory experience

Must have ability to pass Criminal Background Check

Benefits

Offered: Health Care Plan, Paid Time Off, Paid Holidays

Available: AFLAC, Dental Plan Coverage

Rate of Pay: Starting at \$40,000-\$45,000

Note: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. All employees may have other duties as assigned at any time. This company is an at will employer and allowed by NYS law. This means that regardless of any provision in this application, if hired, the company may terminate the employment relationship at any time for any reason with or without cause.

January 7, 2021