



Position Title: Operations Manager

Home ReSource is a non-profit community sustainability center. We work with, in, and for the community to reduce waste and build a more vibrant and sustainable local economy. We collect and sell reusable materials, channel materials to those in need, provide meaningful work opportunities, and educate & inspire to promote a sustainable future.

Home ReSource is seeking a dynamic people-manager with retail or operations experience to run our retail store.

Job Summary: The Operations Manager is responsible for creating and maintaining safe, efficient, mission-focused day-to-day operations aligned with mid-and long-term organizational goals, including the annual store budget and strategic plan. The Operations Manager ensures excellent management of materials, facilities and store staff, including integration of program participants and volunteers.

Reports to: Program Director

General Responsibilities

- Support and embody Home Resource's Mission, Vision, and Organizational Culture
- Support and enforce Home ReSource's policies and procedures
- Help create a safe, positive, equitable, and learning work environment
- Coordinate and communicate effectively with all HR staff on relevant topics; maintain confidentiality as appropriate
- Problem-solve day-to-day challenges and maintain a learning stance
- Articulate what Home ReSource does, project a positive image, help generate community support for all aspects of HR
- Have and use effective public relations & interpersonal skills
- Be accountable for yourself and your actions
- Work cooperatively and effectively with other staff, agencies, and professionals in the community

Position Responsibilities

Leadership & Management

- Lead and manage assistant managers and coordinators to develop and support effective store operations.
- Hire, orient and train. Ensure staff have clear roles, expectations, work plans and professional development opportunities as well as the tools, equipment, and resources they need to do their jobs well, and provide direct, timely feedback.
- Delegate and coordinate tasks to ensure operations run smoothly and efficiently.
- Ensure staff are engaged with the mission, vision, strategic goals and other staff; that they understand and support procedures and policies, communicate effectively, are proactive risk-managers, deliver excellent customer service and maintain a positive workplace culture.
- Implement, train on, and promote best-practice Standard Operating Procedures for the store.
- Actively engage in manager-level activities across the organization, including staff team and BOD committee meetings, retreats, professional development, fund- and friend-raising events, and annual and work planning
- Be a leader in ensuring all programs support each other and are well integrated.
- Track store financials, attend finance committee meetings and help make decisions in support of the store budget.
- Work with the leadership team to communicate and implement store revenue generation strategies.
- Communicate relevant organizational issues, events, instructions, priorities, and procedures using appropriate channels.
- Support the chain of command – know who should address what issues; help staff communicate concerns, problem-solve, and take issues to the correct people to resolve.



Safety

- Ensure a strong culture of safety through setting and enforcing clear safety policies and procedures, ensure employees are following best safety practices, providing internal and external training opportunities, regular review of incidents, and promote ongoing awareness and improvement of safety standards.
- Be able to be trained and train others on forklift and shop tools and ensure safe use of all equipment.

Facilities Management

- Communicate with Facilities Coordinator to ensure facilities and equipment are well maintained, staff are trained in facility and equipment use and maintenance SOPs and provide clear accountabilities regarding usage and repair procedures.
- Provide input on build-out to help ensure store use efficiencies and achieve reuse, waste reduction and energy goals.

Customer Service

- Ensure all customers have a good experience, are assisted promptly and handle customer concerns and complaints.
- Ensure consistent, fair pricing and train staff to do so.

Skills required

- Leadership and interpersonal skills, ability to positively and respectfully communicate with all people
- Ability to plan, design, and deliver excellent programs and services
- Manage and supervise staff, support Work Programs participants and volunteers
- Able to problem solve using team-building and conflict resolution skills
- Ability to manage complex materials-movement, facilities and staff operations to achieve goals.

Essential Functions

- Excellent verbal and written communication skills and ability speak on behalf of the organization
- Ability to manage people, operations and achieve organizational goals
- Ability to work 40hrs/week in a fast-paced environment and be adaptable to rapidly changing circumstances
- Know & implement Home ReSource policies and procedures, including store SOPs
- Able to be on your feet and moving for long periods, work up to 10 hour days if needed, and move heavy/awkward building materials
- Competent with the safe operation of most power tools and ability to drive a forklift

Hours, Pay - 40 hrs/week. Annual Salary \$40,000 - 46,500 DOE.

Benefits

Generous paid vacation and holidays, paid family medical leave time, dental & vision insurance, additional wellness benefits, simple IRA Match or HSA Contribution, sustainable commuter benefit, store discount, up to 12 paid community volunteer hours per year, staff appreciation activities and meals, chance to work with great people in values-based, triple bottom-line business that works to reduce waste and build community, consideration for advancement into new positions in our growing green business, and more.

Minimum Qualifications

- Computer proficiency using Windows based software (Word, Excel, Email, and Internet)



Home ReSource

Retail. Job Training. Education. Zero Waste.

- Non-profit and/or retail administration, and management experience
- MT driver's license

Preferred Qualifications

- 2+ years of leadership or management experience
- Demonstrated knowledge of and commitment to materials reuse
- Ability to work with a variety of individuals of diverse ages, backgrounds, and abilities effectively and respectfully
- Demonstrated attention to detail and the ability to efficiently juggle the many priorities of a multi-faceted job
- Optimistic and team-oriented; works cooperatively and effectively with staff, agencies, and professionals in the community
- Experience with cash handling and point-of-sale systems
- Experience with sales strategy and implementation

Skill development and Performance Review

Home ReSource employees participate in all in-house trainings, and management-level staff attend at least one outside professional development opportunity each year. All Home ReSource employees undergo an annual performance review that includes feedback from supervisors, supervisees, and peers.

COVID-19 Considerations

Home ReSource is taking safety precautions during COVID-19. We require all staff to adhere to these safety precautions, including, but not limited to: wearing a mask at all times (PPE provided), washing hands upon building entry and frequently throughout the day, and following social distancing guidelines in and out of the workplace.

How to Apply: Submit a resume and cover letter via [Submittable](#) by July 4, 2021. Three references will be required upon request.

Home ReSource will conduct background checks on all final candidates, and offers of employment are contingent upon those results.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Home ReSource will be based on merit, qualifications, and abilities. Home ReSource does not discriminate in employment opportunities or practices because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, military status, or mental or physical disability.

Home ReSource is committed to providing a safe environment that is free of discrimination and harassment. It is against Home Resource's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward any individual because of their race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, military status, or mental or physical disability.