



**Position Title:** Assistant Store Manager for the Woodshop

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.

**Job Summary:** Assistant Store Managers support the Home ReSource mission by running the day-to-day operations of our retail store. Assistant Store Managers report to the Operations Manager, while also coordinating with the Program Director, Pick-ups, Yard Coordinators, and Executive Director, and help implement the store operational plan. This specific position has all the same duties as the other Assistant Store Managers while also having specialization in tasks related to Home Resource's woodshop.

## General Responsibilities

- Support and embody Home Resource's Mission, Vision, and Organizational Culture
- Support and embody Home ReSource's justice, equity, and anti-racism values and guidelines
- 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, and 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

- Ensure day-to-day operations are safe, well-managed, and conducted according to policies, procedures, organizational culture, and SOPs
- Ensure coordinated and consistent implementation of operational goals, personnel management, safety, infrastructure protocols, and store organization
- Determine the daily tasks for store staff, some program participants, and volunteers, and ensure the consistent completion of those tasks
- Know, support, enforce, model, and train on organizational culture, policies, procedures, and Standard Operating Procedures (SOPs)
- Work with other store staff and Operations Manager to problem-solve issues and develop strategic, practical solutions, and achieve mid-and long-term operations tasks (infrastructure, information, policy upgrades, etc.)
- Assist in the repair and upkeep of inventory and infrastructure
- Operate, troubleshoot, and train other employees on the POS system
- Provide final word on day-to-day pricing, donations, and other decisions about materials and staff

### Customer Service

- Ensure pricing is consistent and customers have a good experience
- Ensure all customers are greeted and assisted promptly
- Handle customer concerns and complaints

### Communication

- Communicate relevant organizational issues, events, instructions, priorities, and procedures using appropriate communication channels; including morning huddles, day-to-day communication, and e-mail communication
- Participate in operational meetings, be prepared with updates and issues to address
- Support chain of command – know who should address what issues, help staff problem-solve, address concerns, and take larger issues to the correct people to address and resolve
- Provide timely and constructive feedback using all HR feedback channels, including annual employee reviews

### Safety

- Recognize and intervene in risky or unsafe situations, ensure employees are following best safety practices and managing risks appropriately
- Provide ongoing safety, procedural, SOP, and other necessary information and training to employees, program participants, and volunteers to promote a clean, safe, positive environment
- Operate the forklift to safely transport, store, and load materials; be able to train others on the forklift and ensure safe use of all equipment
- Participate in all in-house safety training and attend at least one outside training per year

### Assistant Store Manager for the Woodshop Specialized Tasks

- Store Manager on Duty 2-days a week.
- Ensuring that all tools in the shop are properly maintained and repaired.
- Ensuring that the shop is kept clean and safe at all times.
- Conducting a regular schedule of shop tool training for Home Resource Staff.
- Supporting community woodshop workshops by either doing some themselves or making sure staff, contract trainers, or volunteers are properly trained to lead workshops.
- Help make cuts for store customers and give advice about materials to both store customers and staff.

### **Skills Required**

- Management and supervisory skills
- Familiarity with building materials use, reuse, and pricing
- Excellent communication and interpersonal skills
- Problem-solving, team-building, and conflict resolution skills

### **Essential Functions**

- Able to be on your feet and moving, stand for long periods of time, and work 10 hour days
- Communicate effectively through e-mail, verbally in person, and on the phone
- Able to move heavy and awkward building materials
- Ability to drive a forklift
- Be adaptable to rapidly changing circumstances
- Competent with the safe operation of most power tools

### **Minimum Qualifications**

- 2 yrs experience in retail, a relevant trade, or has held a supervisory position.
- Computer proficiency using Windows-based software (Word, Excel, Email, and Internet)
- Montana Driver's License

**Hours, Pay:** 35-40 hours per week, \$18.50- \$20.00/HR DOE

**How to Apply:** Submit a resume, cover letter, and three references to [jobs@homeresource.org](mailto:jobs@homeresource.org) by May 23, 2022. Home ReSource will conduct background checks on all final candidates, and offers of employment are contingent upon those results.

**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, 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.

**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.

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.