



General Manager

Position Location: Santa Barbara Headquarters

About Habitat for Humanity of Southern Santa Barbara County:

Established in 2000, Habitat for Humanity of Southern Santa Barbara County is a local nonprofit committed to building strength, stability and self-reliance through shelter. We partner with low-income individuals and families in Southern Santa Barbara County to build or improve a place to call home. www.sbhabitat.org

ABOUT the RESTORE

The Habitat ReStore is a fundraising program of Habitat for Humanity that sells donated home improvement materials, furniture, appliances, and building supplies to the public. All proceeds directly support Habitat Santa Barbara's affordable housing and home repair programs.

In addition to its retail operations, the ReStore supports environmental stewardship by diverting reusable materials from local landfills. Through deconstruction partnerships and material recovery efforts, the ReStore salvages usable building materials from renovation and demolition projects and makes them available for reuse within the community. This work reduces construction and demolition waste while extending the life of quality materials.

The ReStore relies on a blended staffing model that includes paid staff and a robust volunteer workforce, with volunteers playing a vital role in daily store operations, donation processing, merchandising, and customer service.

JOB SUMMARY

The General Manager is responsible for the overall leadership, performance, and sustainability of Habitat for Humanity of Southern Santa Barbara County's ReStore operations. This role provides strategic and operational oversight of retail sales, donation systems, inventory management, staffing, financial performance, and community engagement to ensure the ReStore functions as a mission-aligned, revenue-generating program.

Reporting directly to the Chief Executive Officer, the General Manager serves as the senior leader for all ReStore functions and is accountable for developing systems, leading managers, managing risk and driving consistent performance across retail and donation operations. This position works closely with the Chief Executive Officer and organizational leadership to align ReStore strategy with broader organizational goals.

ORGANIZATIONAL SUPPORT

This role carries broad responsibility for retail operations while being supported by Habitat's headquarters team across finance, human resources, marketing, operations, and administration. We are committed to providing strong organizational partnership and infrastructure while seeking a retail leader who brings expertise, strengthens internal capacity, and helps guide best practices as the ReStore continues to grow.



STORE HOURS and SCHEDULE EXPECTATIONS

The ReStore operates on a retail schedule that may include weekdays and weekends. The General Manager is expected to ensure appropriate leadership coverage for all operating hours and work a flexible schedule as needed to support store operations, special events, donation activity and organizational needs.

Anticipated public store hours are Wednesday through Sunday, approximately 10:00 a.m. to 5:00 p.m., with final operating details subject to adjustment as operations are established and refined.

Occasional evenings and weekends may be required.

ESSENTIAL DUTIES and RESPONSIBILITIES

ReStore Operations and Performance

- Provide overall leadership and direction for ReStore operations, including retail sales, donation intake, merchandising, logistics, and customer service
- Establish and continuously improve operational systems, workflows and procedures that support efficiency, safety and accountability
- Monitor operational performance and implement improvements to support sustainability and growth
- Identify and support opportunities to scale ReStore operations, including but not limited to online sales components and other creative or emerging strategies

Financial Oversight and Revenue Accountability

- Develop and manage the ReStore budget in coordination with the CEO and Director of Finance
- Monitor revenue targets, expenses, inventory performance and pricing strategies
- Ensure appropriate cash handling, loss prevention and sound financial practices

Staff Leadership and Management

- Recruit, onboard, supervise and evaluate ReStore staff
- Provide clear expectations, coaching and performance feedback to support accountability and professional growth
- Foster a positive, inclusive and mission-driven workplace culture
- Address performance and conduct matters in collaboration with Human Resources

Volunteer Leadership and Engagement

- Lead and support a robust volunteer workforce that is integral to daily ReStore operations
- Ensure volunteers are effectively integrated into retail, donation processing, merchandising and customer service activities
- Work collaboratively with committees and board members, as needed, to support volunteer engagement and organizational goals
- Provide structure, guidance, training and supervision to support a safe, inclusive and positive volunteer experience
- Promote volunteer engagement, recognition and retention through clear communication and support

Donations and Community Engagement

- Oversee donation intake systems, acceptance guidelines and donor experience standards
- Ensure donation operations align with store capacity, safety requirements and operational goals



- Represent the ReStore in community partnerships and public-facing initiatives related to donations and reuse

Compliance, Risk Management and Safety

- Ensure compliance with applicable laws, regulations and Habitat policies
- Oversee safety programs, training, incident response and risk mitigation related to facilities, staff, volunteers and vehicles
- Ensure required documentation, reporting and audits are completed accurately and on time

Organizational Leadership

- Collaborate with the CEO and leadership team on ReStore planning and long-term sustainability
- Provide reports, metrics and operational updates as requested
- Other duties as assigned

REQUIREMENTS

- Minimum of five years working in senior level retail management demonstrating experience providing high-level operational oversight of retail, customer service or service-oriented operations, including accountability for systems, staffing, performance standards and customer or donor experience
- Strong financial acumen, including budgeting, forecasting and performance analysis
- Ability to design and implement operational systems and processes
- Excellent leadership, communication and organizational skills
- Ability to adapt to changing environments and shifting priorities
- Strong judgment, decision-making and problem-solving skills
- Associate degree or bachelor's Degree preferred, or equivalent combination of education and relevant experience
- Valid CA Driver's License. Must be insurable under company policy
- Ability to successfully complete all relevant background checks as needed
- Ability to lift, carry, push or pull items weighing up to 50 pounds, with or without reasonable accommodation
- Availability on evenings and weekends as needed

WORKING CONDITIONS

The position includes a combination of active, on-site operational presence and administrative work.

- Regular presence in a retail and warehouse environment, including time spent on the sales floor and in donation areas
- Ability to stand, walk, bend, and move throughout the store and warehouse for extended periods
- Ability to lift, carry, push, or pull items weighing up to 50 pounds, with or without reasonable accommodation
- Periodic physical activity related to operational oversight, merchandising, or donation intake
- Occasional outdoor exposure related to donation or facility operations
- Ability to work in a fast-paced, public-facing environment

COMPREHENSIVE EMPLOYEE BENEFIT OFFERINGS

Position Status: Full-time



- The General Manager is expected to work a minimum of 40 hours per week with flexibility required based on operational needs.
- This position is classified as Exempt and is not eligible for overtime in accordance with applicable California wage and hour laws.

Range: \$85,000 - \$90,000 Annually (DOE)

- 12 Paid Holidays
- 10 Paid Vacation Days
- 5 Paid Sick Days
- Comprehensive Health Benefits Plan, including Medical, Dental, and Life Insurance
- 401(k) Retirement Plan

This job description describes typical duties and responsibilities and is not intended to be an exhaustive list. Duties, responsibilities, and activities may change at any time with or without notice. Employment with Habitat for Humanity of Southern Santa Barbara County is at-will.

Habitat for Humanity of Southern Santa Barbara County is an equal opportunity employer.

To apply, please send a cover letter and resume to: Lydia Aldana, Lydia@sbhabitat.org. All questions may be directed to Lydia. Thank you.