



ReStore Assistant Manager, Retail

Position Location: Southern Santa Barbara County

About Habitat for Humanity of Southern Santa Barbara County:

Established in 2000, Habitat for Humanity of Southern Santa Barbara County (Habitat Santa Barbara) 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

POSITION OVERVIEW:

The Assistant Manager is a non-exempt position that reports to the General Manager of Retail on the day-to-day operations of the Habitat for Humanity of Southern Santa Barbara County ReStore. This role functions as a working supervisor responsible for shift leadership, staff and volunteer oversight, customer service, merchandising execution, safety enforcement, and operational support, administration and reporting functions. The Assistant Manager serves as Manager-on-Duty when assigned and helps ensure smooth, efficient, and mission-aligned store operations.

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.

STORE HOURS and SCHEDULE EXPECTATIONS

The ReStore operates on a retail schedule that includes weekdays and weekends. The Assistant Manager is expected to work a flexible schedule that supports store operations and provides leadership coverage during open hours as needed.

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.

Mail: P.O. Box 176, Goleta, California 93116 · Office Location – 730 Anacapa St., Santa Barbara, CA 93101

Retail ReStore Location in Downtown Santa Barbara: 400 State Street, Santa Barbara, CA 93101

Telephone: (805) 692-2226 · Web: www.sbhabitat.org



Occasional evenings and weekends may be required.

ESSENTIAL DUTIES:

Operations and Shift Leadership

- Support daily ReStore operations across the sales floor, donation intake area, and warehouse
- Assist with opening and closing procedures, including store readiness and security
- Serve as Manager-on-Duty during assigned shifts
- Resolve customer and donor concerns professionally and promptly
- Ensure store cleanliness, organization, and visual standards are maintained
- Support consistent execution of operational systems and workflows established by ReStore leadership
- Identify routine operational issues during shifts and communicate them to the General Manager for follow-up or resolution
- Assist with administrative tasks, data entry, and preparation or compilation of operational reports as needed
- Supports online sales and social media as it relates to store sales and customer engagement
- Other duties as assigned

Staff and Volunteer Supervision

- Supervise ReStore Associates and volunteers during assigned shifts
- Assign daily tasks and monitor completion to ensure operational efficiency
- Support onboarding and on-the-job training for staff and volunteers
- Reinforce safety, conduct, and customer service expectations
- Escalate performance, conduct, or safety concerns to the ReStore Manager as appropriate
- Model professionalism, accountability, and mission alignment in interactions with staff and volunteers

Merchandising, Sales, and Donations

- Execute merchandising and pricing direction as established by ReStore leadership
- Assist with inventory organization, stock rotation, and product movement
- Support donation intake and donor interactions in accordance with donation acceptance guidelines
- Assist with POS accuracy, cash handling procedures, and loss prevention practices
- Support special sales, promotions, or events as assigned
- Ensure merchandising and donation activity aligns with safety requirements and store capacity

Safety and Compliance

- Enforce safety practices and required use of personal protective equipment (PPE)
- Identify, address, and report safety hazards immediately
- Ensure staff and volunteers follow established safety procedures
- Support incident reporting and follow-up as required



- Serve as the on-site safety lead during assigned shifts
- Other duties as assigned.

REQUIREMENTS

The right candidate will be passionate and/or curious about the mission of affordable housing, identifies as empathetic, can be flexible and adaptable, and thrives in an environment with constantly shifting priorities. This includes loving people, being a team-player, supporting environmental re-use, and enjoys being an ambassador in the community.

- Bilingual in English/Spanish is a plus.
- Prior retail, supervisory or lead experience preferred, where applicable to the role.
- Excellent people skills: strong customer service skills required.
- Strong administrative skills with the ability to quickly learn and navigate new databases and systems.
Strong communication and organizational skills, including tact and diplomacy.
- Ability to multitask, prioritize, and adapt in a fast-paced, changing environment.
- Ability to track, manage, and follow up on multiple tasks or projects simultaneously.
- Ability to learn and use point-of-sale (POS), inventory, and scheduling systems as required by the role.
- Talented and energized by supporting customers, donors, volunteers, and team members in a mission-driven organization.
- Comfortable working in a dynamic retail, donation, or field-based environment with frequent public interaction.
- Ability to successfully complete all relevant background checks as needed
- Must have a valid California Driver's License and be insurable under company policy along with a reliable form of transportation.
- Associate degree or bachelor's degree preferred, or equivalent combination of education and relevant experience.
- Ability to work flexible hours, including some nights and weekends, based on operational needs.
- Demonstrated commitment to Habitat for Humanity's mission, values, and community impact.

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 a minimum of 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



Range: \$47,840 - \$58,240 Annually (DOE)

COMPREHENSIVE EMPLOYEE BENEFIT OFFERINGS

- Expected to work a minimum of 40 hours per week with flexibility required based on operational needs.
- Non-Exempt position: compensation is commensurate with experience.
- Salary Range: 12 Paid Holidays
- 10 Paid Vacation Days
- 5 Paid Sick Days
- Comprehensive Health Benefits Plan, including Medical, Dental, and Life Insurance (inquire for current plan details)
- 401(k) Retirement Plan

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.

This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship. Habitat for Humanity of Southern Santa Barbara County is an equal opportunity employer and does not tolerate discrimination.

To apply, please email a cover letter and resume to: Lydia Aldana, lydia@sbhabitat.org. Questions may be directed to Lydia. Thank you.