



Product Operations Leader (Full-time)

Location: ReStore Sherwood Park, 7 Streambank Ave, Sherwood Park, T8H 1N1

Full-time: Monday – Saturday shifts, 40 hours/week

Closing date: December 11, 2020

Habitat for Humanity Edmonton (HFHE) is a charity whose vision is to see a world where everyone has a safe and decent place to live. Habitat brings communities together to help families build strength, stability and independence through affordable home ownership. Habitat Edmonton serves families in the greater Edmonton area and in communities across northern Alberta. Visit HFH.org to learn more.

Position

HFHE is seeking a full-time Product Operations Leader. The Product Operations Leader will be the key leader for all functions pertaining to donations processing and sales floor merchandising of the new Sherwood Park ReStore location. They will participate in the smooth management of the ReStore by working with staff, volunteers and customers. Their responsibilities fall into five key areas: products and merchandising; safety and standards; customer relations; labour; and business and financial.

Duties and Responsibilities

Products and Merchandising

- Managing the flow of product through the donations bay:
- Managing the initial merchandising and maintenance of product displays.

Safety and Standards

- Maintain the cleanliness of the store and keep it free of safety hazards
- Serve as the location OH&S Committee Member.

Customer Relations

- Build relationships with customers and provide excellent customer service which includes nurturing a welcoming environment and responding positively and proactively to customers' questions and needs, which includes the anticipation of those needs

Labour

- Supervision and coaching of volunteers and staff, as directed
- Identify needs for staff training and provide the training needed to improve staff knowledge and skills, especially in the area of merchandising and product operations.

Business and Financial

- Input and track annual, monthly, and daily sales projections in conjunction with the Store Manager and in alignment with the annual budget
- Analyze sales for the purpose of increasing future sales and operating an economically viable enterprise including reallocation and optimization of stock in line with merchandising standards

- Supervise the overall operation of the store in the absence of the Restore Manager and Store Engagement Manager
- Operate cash registers
- Conduct daily sales reconciliations.

Qualifications

Technical

- Experienced in retail merchandising and operations with a firm grasp on planogram, freelance planning, and managing sell through.
- Experienced in providing feedback as it pertains to sell through and product gaps.
- Physical ability to work in a fast-paced environment.
- Physical ability to work for long periods of time on feet (standing, walking).
- Ability to safely lift and move items up to a minimum of 50 lbs.
- Must possess a valid Class 5 Alberta Operators License.
- Computer literacy.
- First Aid and WHMIS training (provided).
- Fork-lift certification (provided).

Personal

- A high level of adaptability.
- Ability to coach and motivate staff.
- Ability to manage/conduct multiple tasks at the same time.
- Ability to solve problems while under stress.
- Excellent communication skills.

Benefits

- After a successful 3-month probationary review, the employee is entitled to a comprehensive benefit package including health, dental, vision, travel assistance, accidental death & dismemberment insurance, life & critical illness insurance.
- Short-term and long-term disability coverage is provided.
- Employer-sponsored RRSP plan.
- Employee assistance program.
- Safe, respectful, and healthy work environment.

To apply for this position, please submit a cover letter and resume to Tanner Chambers, ReStore Manager at tchambers@hfh.org.

We thank all applicants for their interest. Please note that only candidates who have been selected for an interview will be contacted.