

Senior Director of ReStore – Habitat for Humanity Halton-Mississauga-Dufferin

Habitat for Humanity Halton-Mississauga-Dufferin (HFHHMD) seeks a collaborative, results-oriented leader who is ready to make a meaningful impact in the community as Senior Director of Restore HFHHMD.

Who we are

Habitat for Humanity has a global, well-established reputation of mobilizing community resources to provide safe and decent homes to families to help break the cycle of poverty. As the Habitat for Humanity Affiliate serving the communities of Halton, Mississauga and, more recently, Dufferin, HFHHMD's build projects have provided affordable housing solutions to nearly 75 families since 1999. HFHHMD's housing model fills an important gap in the housing continuum – it provides a “pathway to home ownership.” It helps lift people (who no longer qualify for government-assisted housing but have nowhere to go) out of community housing. And it provides a viable alternative to market rental housing, which does not generate any wealth for tenants. By providing families with access to equity-generating affordable housing options, Habitat is making vital efforts to help combat the housing crisis in Canada. HFHHMD's goal is to transform more lives by providing at least 130 new units to new partner families between 2022 and 2032.

The Opportunity

Reporting to the CEO and serving as an integral member of the executive leadership team, the Senior Director of Restore is a critical position responsible for the planning, development and execution of HFHHMD's strategies for Restore revenue, net income and operations. The Senior Director of Restore is a collaborative and results-oriented leader, who will work closely with the CEO on optimizing and maximizing the ReStore stores & growing a digital operation, while supporting the organization's mission and strategic goals. The Senior director Restore will lead Restore managers & teams as well the procurement, merchandising and logistics teams.

What you'll do

- Represent and promote the Habitat brand through ReStore excellence to potential ReStore donors, corporate partners, board, staff and volunteers in a professional manner and to support achievement of expected goals.
- Together with the CEO develop and update the business vision and plan for all affiliate's retail operations.
- Set ReStore policies in accordance with thrift retail best practice guidelines, and ensure that protocols are maintained and followed by staff and volunteers.
- Lead & manage all ReStore operations through oversight of managers and coordination with other affiliate's staff to ensure implementation of planned initiatives & achievements of sales, revenue, profit, turnover & expense control.
- Through the Procurement manager, develop, nurture, maintain and increase donor relationships to provide inventory necessary to meet annual ReStore store & digital sales goals to generate budgeted net revenue & profit for all ReStores in the catchment area.

- Evaluate business trends and store financial performance to ensure that financial revenue & profit goals are met and that financial integrity is maintained
- Responsible for working with the marketing/communications team, in developing ReStore retail operation promotions and advertising, web site and electronic sales capability for ReStore merchandise as well as expanding donor opportunities, increase customer base, market share as well as special sales events & marketing plans
- Responsible for the budget for retail operations and all staffing plans approval.
- Provide leadership, training & development to the staff and volunteers related to customer service, merchandising, facility safety, security & loss prevention.
- Maintain detailed materials and cost information on ReStore Operations working with Finance and Accounting in compliance with GAAP and CRA tax receipting guidelines.
- Administer proper safety standards to ensure that work environment and practices comply with all requisite safety standards necessary for a safe work environment.
- Ensure through Logistics Manager that Habitat ReStore vehicles are maintained regularly, inspected and insured annually.
- Ensure ReStore compliance with health and safety laws and company policies and procedures.

What you will bring

- Degree in retail management/business administration or a related field, or combination of education and equivalent retail experience required.
- Minimum 8-10 years of progressive management experience in retail & e-commerce with profit centre management and/or warehouse operations including management of both hourly and salaried staff members
- Knowledge of thrift retail, volunteer management, and charitable tax receipting rules is an asset
- Ability to foster cooperation and collaborative environment
- Effective communication skills
- Passion for Habitat for Humanity's mission
- Alignment to the motives, values and beliefs of Habitat for Humanity.
- Must have the ability and desire to work respectfully with people of all cultures, languages, national origins, races, ethnic backgrounds, religions, classes, immigration statuses, sexual orientations, gender identity and expressions, ages, mental or physical abilities, and other diversity factors.
- Work flexibility to work 37.5 hours per week as well as occasional after hours work as required by key donors, special events or Board meetings.
- Ability to travel to multiple locations to visit stores, warehouse, donors & partners.

To submit your candidacy, please submit a resume and cover letter by September 8, 2023 to info@habitathm.ca

HFHHMD is an equal opportunity employer that welcomes candidates from equity-deserving groups and is committed to providing accommodations for people with

disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process and we will work with you to address your needs.