



JOB DESCRIPTION

EFFECTIVE: January 8, 2019

POSITION: Donations Coordinator

REPORTS TO: Associate Director (subject to change)

POSITION PURPOSE

This position is responsible for all aspects of the incoming donations process.

PRIMARY DUTIES AND RESPONSIBILITIES

A. Coordination of incoming store donations

- Act as the point of contact for businesses and individuals contacting the ReStores to make a donation to ensure they have a quality experience
- Communicate to donors items the ReStores will accept, items the ReStores cannot accept (based on pre-determined lists), or provide donor with alternative donation options
- Schedule pick up times for donations and coordinate with the management to ensure necessary resources are available and scheduled appropriately
- Complete all documentation with regards to pick up process, including donation information and mapping out the day's pick up schedule and routes
- Communicate with donor and pick-up crew on day of pick up to confirm pickup details
- Support volunteer engagement

B. Tracking of donations

- Enter data accurately into tracking softwares on a timely basis
- Strategize with management regarding intake of items as well as store inventory needs

C. ReStores support activities

- Pick up of donations as scheduled according to policies
- Assist with loading and unloading trucks
- Operate forklift, box truck, cube vans and other ReStore equipment
- Represent the ReStores at various expos and community events
- Assist with special events within the ReStores as needed

D. Provide operations support for ReStores as assigned

REQUIREMENTS

- Understand and appreciate the mission of HFH and ReStores
- Must be proficient and able to successfully use various technical programs for business purposes including but not limited to MSOffice (Word, Excel, Outlook), Raiser's Edge
- Above-average written and verbal communication skills
- Strong problem-solving skills
- Proven ability to work in a fast-paced team environment, including the ability to multi-task
- Must be detail-oriented and able to work independently
- Must be able to deal with individuals of varying skill levels and remain consistent in keeping a professional demeanor
- Must be able to communicate effectively and professionally with donors, volunteers, co-workers and customers
- Occasional travel may be required
- Nights and weekend hours may be required in order to complete assigned tasks

PHYSICAL REQUIREMENTS

- Ability to use computers daily in an interactive manner
- Ability to sit and stand for an extended periods of time
- Ability to frequently and accurately communicate with employees, customers, and vendors in person, via the telephone or by email
- Constant walking or motion to coordinate work and interact with co-workers
- Regularly required to lift up to 50 pounds (more on occasion) and will experience frequent bending, squatting, lifting and repetitive motion. This position will occasionally be exposed to extremes in weather (e.g., heat, cold, wind, rain, etc.)

EXPERIENCE

- A minimum of 2 years of related experience required
- Retail experience preferred

EDUCATION

- BA or BS preferred; or equivalent work experience

CERTIFICATES, LICENSES AND REGISTRATIONS

- Valid driver's license required
- First aid and CPR certificate required (training will be provided by Habitat ReStores if needed)