

**POSITION: Donations Coordinator**

The Donations Coordinator is a part-time position responsible for scheduling of all donation pick-ups and drop offs as needed. The ReStore is a retail business that sells donated building materials, furniture, and appliances at discounted prices to generate revenue to support Habitat for Humanity Choptank in its mission to build homes, community and hope in Dorchester & Talbot Counties.

**CORE RESPONSIBILITIES & DUTIES****Donation Pick Up**

- In consultation with the ReStore and Warehouse Manager, schedule all donation pickups, including deconstruction and donations procured by members of the ReStore or affiliate management team.
- Route and dispatch to the ReStore truck crew, all donation pickups and community pickup schedules on a daily basis.
- Utilize maps and ThriftCart software to ensure pickup routes are efficient and cost effective.
- Correct any scheduling conflicts that arise immediately and in a professional and friendly manner consistent with Habitat Choptank's values of quality customer service.
- Be flexible to make changes in schedules on short notice as they arise throughout the day.
- Meet regularly with the ReStore and Warehouse Managers to gather an understanding of highly desired or needed items.
- Maintain and understand policies associated with items that we accept vs those that we are unable to accept.
- Report information about donations that are specialty pick-ups (i.e. they may involve more than one pick up or the items require special transport to ensure their value, etc.) to the Warehouse Manager as soon as received.

**Administrative Responsibilities**

- Answer and return all phone calls and emails within 24 business hours.
- Ensure that each donor receives outstanding service by providing professional and friendly customer service.
- Serve as key administrator and team member knowledgeable on ThriftCart schedule software and help to train other staff members or volunteers on its usage.
- Maintain and improve customer relations through the use of RelationRank Survey System in ThriftCart.
- Perform customer surveys by phone or at drop off to ensure that all customers had an enjoyable donation process, from the phone call to the pickup.
- Maintain ReStore's customer email list and Warehouse Customer wish list board.
- Assist with drop off donation acceptance as needed.

**REQUIREMENTS**

- ✓ Non-profit work experience preferred.
- ✓ Proficiency in Microsoft Office, Excel at an intermediate level and comfort level with learning new software systems.
- ✓ Must possess good problem solving and conflict resolution skills.
- ✓ Must be knowledgeable of mapping software or the local area for logistics and scheduling of routes as well as maximum number of pick-ups based on the type and number of donations per route.
- ✓ Must be flexible to handle constant requests for changes in schedules.
- ✓ Self-motivated individual with the ability to function both independently and as a team member.

- ✓ Excellent organizational skills, ability to multi-task when faced with competing deadlines with timely and consistent attention to detail and follow up.
- ✓ Excellent oral and written communications and interpersonal skills with the ability to manage sensitive and confidential material with integrity.
- ✓ Demonstrated ability to effectively utilize technology such as MS Office and QuickBooks or another purchasing program such as Thrift Cart.
- ✓ Maintain a consistent professional image through dress, actions, and relationships with others, modeling Christian principles and Habitat values.

### **PHYSICAL DEMANDS**

- Ability to operate a phone and sit at a computer for significant periods of time.
- Ability to work in a warehouse environment.

### **TRAINING REQUIRMENTS**

For full or part-time hires, CPR/AED and Lockton Safety Videos are required and provided for by Habitat Choptank. These trainings must be taken within 30 days of employment. On-line safety trainings provided by Lockton, Habitat Choptank's insurance provider, include, but are not limited to:

- Fall Safety
- Preventing Slips, Trips and Falls
- Fire Extinguishers - Safe Use and Handling (Interactive)

### **HOURS/BENEFITS**

**Hours:** Part-time position working @16-20 hours per week – 4-5 days per week with flexible hours during normal store hours. Normal store hours are 10am – 4pm (Tuesday – Saturday). Could also involve hours on Monday.

**Compensation:** Commensurate with experience.

**Benefits:** Paid time off and employee discount.