

ReStore Donation Coordinator

Habitat for Humanity of Boone County

Reports to: ReStore Manager

Hours and Compensation: Full-time, 32-40 hours (non-exempt). \$16/hr

Job Description: Responsible for the donation process including scheduling and pick-up of merchandise from donors. Drive truck as needed and safely pack the merchandise in the ReStore truck, returning to ReStore and unpacking merchandise. Coordinator will partner with staff to process and organize donations to prepare them for salesfloor. Supervision of volunteers and creating a positive volunteer experience. Some salesfloor hours and volunteer supervision as needed.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- A strong belief in the organization's mission, goals and accomplishments, and communicate to customers, volunteers and donors
- Ability to communicate clearly and concisely both internally and externally
- Excellent customer service etiquette and attitude
- Energized in an atmosphere that fosters sharing new ideas and initiatives
- Ability to have grace and humor under pressure
- Strong organizational skills will be required
- Ability to independently prioritize tasks in a fast-paced and dynamic environment is essential.
- Ability to manage volunteers and keep them engaged with those tasks.
- Some Saturdays (approximately 1/month) required

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Effectively screen and efficiently schedule donation pick-ups utilizing donation software
- Educating callers about all things ReStore, including donation acceptance parameters, reasoning, and mission
- Safely operate box truck for usage of donation pickups
- Oversee and participate in unloading of truck, with the help of staff and volunteers
- Extensive knowledge of the geographical donation area (greater Boone County, Zionsville, northside of Indy, and near west Hamilton County), familiarity with street routes and neighborhoods a plus
- Assure regular maintenance and repair of truck, partner with management as needed
 - Oversee required daily equipment trip inspections and records
- Knowledge of Microsoft Office
- Strong verbal and written communication skills with emphasis on donor experience
- Provide exceptional customer service to donors and shoppers in the field and at the store
- Assist with donation screening and drop-offs
- Work with management and staff to maintain orderly display of all merchandise and overall cleanliness of facility
- Serve as Manager on Duty as needed

QUALIFICATIONS:

- Must have a driver's license and clean driving record required
- Minimum High School diploma and past work experience required.
- Self-motivated, energetic, reliable and enthusiastic. Must enjoy working with people with diverse backgrounds.
- Knowledge of retail operations and experience helpful. Must be able to operate a cash register and assist with all aspects of store management as needed.
- Must have excellent communication skills.
- Committed to a safe, secure work environment.
- Ability to lead and supervise volunteer staff with a team building approach while also having the ability to perform most tasks in the absence of staff or volunteers.
- Must be committed to excellent Customer/Donor service.
- Ability to lift up to 50 pounds and operate a variety of power tools and machinery.
- Ability to handle challenging situations with tact.
- Ability to operate office equipment, trucks, warehouse and other equipment.
- Ability to use Microsoft Office products, Internet and Social Media
- Must pass Criminal Background Check and Sex Offender Background Check

VOLUNTEER INTERACTION

ReStore's success relies on the commitment of its volunteers. A good team of volunteers and a safe, consistent working environment is critical for success. Each volunteer is extremely valuable and important to ReStore's operation.

Volunteers must be regularly encouraged, supported and treated in the same manner as paid workers to avoid any sense of hierarchy among personnel. Management will maintain honest and open communication and create an environment that fosters respect, innovation and participation from all personnel of ReStore.