

One80 Place
JOB DESCRIPTION

Donation Center Assistant

The Donation Center Assistant works the Director of Community Engagement, various One80 Place staff, volunteers and donors in performing a variety of duties focused on the daily operations of the Donation Center.

STATUS: Part Time, Non-Exempt

POSITION HOURS: Monday – Thursday (8:00 am – 3:30 pm)

SPECIFIC REQUIREMENTS:

1. Related field with 2+ years of customer service experience. All interactions must be friendly and professional.
2. Excellent verbal and written communication and computer skills.
3. Must be adaptable to working in an ever-changing environment. May start one task then be asked to complete another task that takes priority. Flexibility is a must.
4. Ability to work independently and as part of a fast-paced team. Must have a great demeanor and attitude.
5. Ability to relate effectively to diverse individuals.

SPECIFIC DUTIES:

1. Responsible for daily Donation Center procedures and upkeep (cleanliness and organization of area, product display, supply pick up, etc.).
2. As the main point of contact, proactively meets and greets donors, volunteers, staff, etc. and provides assistance with requests, questions, donations, etc. This includes assisting donors in transporting items from their vehicle to the Donation Center and asking donors to complete a donation receipt.
3. Educates donors, volunteers, staff, etc. on items that One80 Place can and cannot accept. If we cannot accept an item, make suggestions for an alternative solution.
4. Assesses and maintains supply inventory of Donation Center and storage unit. This includes daily stocking and organizing all supply/non-perishable food items. If items are running low or are out of stock, notify Director of Community Engagement for further instruction.
5. Notifies kitchen staff of non-cooked perishable food items and cooked perishable food items being donated.
6. Administers donation phone line by answering phone calls, transferring calls to the appropriate extension, checking messages and returning phone calls.
7. Provides Director of Community Engagement an “End of Shift” report. Immediately communicates any urgent issues to appropriate staff.
8. Other duties as assigned.

PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:

1. Sound mental reasoning.
2. Sound organizational and time management abilities.
3. Excellent communication skills, verbal and written.
4. Ability to relate effectively to diverse individuals.
5. Corrective vision and hearing to normal range.
6. Ability to work up to 75% of shift in standing position.
7. Ability to lift up to 50 pounds.

IMMEDIATE SUPERVISOR: Director of Community Engagement