



POSITION DESCRIPTION

<i>Title:</i> Donation Coordinator	<i>Employment Status:</i> Part-Time
<i>Department:</i> ReStore	<i>FLSA Status:</i> Non-Exempt
<i>Reports to:</i> ReStore Donation Supervisor	<i>Supervises:</i> Volunteers/Interns

MISSION:

Seeking to put God's love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities, and hope.

GENERAL DESCRIPTION:

As the Donation Coordinator you are primarily responsible for scheduling the safe pickup and drop of donated merchandise from donors' homes/businesses to the ReStore using our scheduling software. This includes ensuring all donors and customers are receiving outstanding customer service, safety and quality control on all donations is possible and maintained, and completing all aspects of taking calls, scheduling, route optimization, communication with Donation Ambassador Drivers and ReStore Management.

PRIMARY RESPONSIBILITIES:

- Educate all donors and/or customers on acceptable materials, including condition, and processes for scheduling pickups.
- Provide superior service to all donors and customers.
- Promote and maintain a safe and efficient work environment.
- Maintain an effective, positive, and communicative relationship with ReStore management, staff, Donation Ambassador Drivers, volunteers, Habitat homeowners, and ReStore donors and customers.
- Guarantee excellent service when answering all store phone calls and responding to customer voicemails and emails in a timely manner.
- Ask necessary questions to screen all product for usability and quality control according to set guidelines of acceptable donations or recyclable material (to maintain low cost of trash pickups).
- Schedule, optimize, and delegate donation pickup truck routes for Donation Ambassador Drivers.
- Represent Habitat in a positive manner with a comprehensive understanding of Pikes Peak Habitat for Humanity ReStore's mission.

GENERAL DUTIES:

- Conduct customer service feedback surveys from donors.
- The Donation Coordinator must be available via phone for communication with both the Donation Ambassador Drivers and ReStore management throughout the workday.
- Perform day-to-day tasks such as maintaining information files, processing paperwork, using scheduling software, answering phones, voicemails and emails, and working at a desk for a significant amount of time.
- A willingness to cross-train in other areas of ReStore operations.
- Any other duties assigned by ReStore management.

REQUIRED SKILLS/ EXPERIENCE:

- Minimum 2 years of customer service experience required.
- Attentive listening and respectful communication skills required. Additionally, experience working with people in a respectable manner to provide excellent service.
- Effective problem-solving skills, ability to make decisions, and work with enthusiasm.
- Ability to type 60 wpm.
- Ability to move and lift 25 lbs. unassisted and 50 lbs. assisted.
- Punctual, dependable, self-starter, and team worker.
- High school diploma or equivalent required.
- Must pass a Criminal Background Check and Sexual Offender Check.
- Must provide proof of personal car insurance coverage.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals in this position will generally work indoors and will have a workspace designated solely for him/her. Necessary office furnishings, equipment and supplies will be provided by Pikes Peak Habitat. While performing the duties of this job, the employee may periodically be required to work outdoors and would be exposed to weather conditions prevalent at the time. The employee may periodically be required to work in an offsite environment or at special events, and from time-to-time may be asked to travel on Pikes Peak Habitat business, at the affiliate's expense. The noise level in the work environment is usually moderate.

JOB STATUS:

- 1) FLSA Classification: This position is non-exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay.
- 2) The ReStore is open Monday – Saturday 10am-6pm. Most staff will be required to work Saturdays.

EQUAL EMPLOYMENT OPPORTUNITY:

Pikes Peak Habitat for Humanity complies with all applicable Equal Employment Opportunity laws. Employment decisions are made without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to \$15.50 - \$17 per hour depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
 - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays.

APPLICATION TIMELINE & INSTRUCTIONS:

- Position will remain open until filled.
- Apply on our website at pikespeakhabitat.org/employment.
- Upload C.V./Resume.
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.
- **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.