

## **JOB DESCRIPTION**

### **Donation Receiving Assistant**

McMinnville Area Habitat for Humanity

**Reports to:** ReStore Manager

**Description:** This position is responsible for evaluating and accepting or tactfully rejecting donated items. The individual accepts, cleans, prices, and displays donated items. Maintains warehouse and all receiving-related areas, ensuring safety practices and cleanliness are met to prevent any workplace safety incidents for staff members, volunteers, and donors.

**Employee Status:** Non-exempt, part-time, hours as assigned.

#### **General Duties**

- Interact with donors and customers in a manner consistent with the highest level of customer service.
- In coordination with receiving manager, plan and prioritize daily tasks for ReStore receiving area.
- Greet donors, screen donations, and unload all accepted material.
- Maintain an efficient donation flow process and prepare items for sale, ensuring good pricing practice.
- Supply donors with donation receipt and keep a tally of donations when a receipt is not wanted.
- As quickly as possible, process donations including:
  - ☐ Clean donations if needed;
  - ☐ Price donations with aid of the price book and/or collaboration with staff;
  - ☐ Either send donated items directly to floor or store them in correct location.
- Assist in loading and unloading the Restore truck.
- Keep accurate record of overstock items stored in warehouse.
- Communicate with ReStore Manager regarding incoming donations and operational issues as they arise.
- Be a team leader for volunteers and Community Service workers, making their time with MacHabitat beneficial for the organization and the experience meaningful for the individual.
- Work as a team member with other staff, including sharing ideas, discussing areas for improvement, and communicating frequently.
- Maintain the receiving area and warehouse in a safe and attractive manner.
- Maintain an effective working relationship with ReStore staff, customers, volunteers, and Habitat Homeowners.
- Manage time well, such as timely arrival for shift, reporting hours, taking appropriate breaks, and managing donation flow urgency.

- Ensure volunteers assigned to receiving area record their hours and receive required breaks.
- Operate forklift and other equipment such as pallet jacks, hydraulic scissors lifts, various dollies, etc.
- Dress appropriately, have a neat appearance, and wear name tag.
- Take a leadership role as needed.
- Assist shoppers loading purchases as workload allows.
- Attend staff meetings.
- Perform other duties as assigned by the Restore Manager and/or Assistant Manager.

### **1. Required Skills / Experience**

- Outstanding customer service and interpersonal skills.
- Ability to adapt to ever-changing situations.
- Understanding the mission of MacHabitat and knowing that ReStore is part of larger goal.
- Ability to pass Criminal Background and Sexual Offender Checks.
- Ability to lift 50 pounds.
- Ability to spend majority of day standing and moving about warehouse and retail store. Includes climbing ladders, bending, kneeling, and reaching in awkward and tiring positions.
- Ability to work in extreme heat, cold, dry and wet weather conditions.
- High school diploma or equivalent.