

# Habitat for Humanity ReStore – Wilkesboro, NC

## Position Description – Donation Manager

### INTRODUCTION

Do you have a big heart and a strong back? Hometown Habitat for Humanity is seeking a full-time Donation Manager to fill some pretty big shoes and help our organization continue to grow and thrive. Serving Wilkes, Surry, and Yadkin Counties in North Carolina.

### GENERAL FUNCTION

Develops and maintains relationships with individual donors, businesses and other organizations that result in increased donated inventory to the ReStore. Offers donors the best possible customer service will always be the central priority for this position. Drives a manual transmission truck to complete pickups of donated merchandise. Ensures donor has a positive experience and receives a donation receipt. Loads and unloads truck. Operates fork lift as needed. Provides additional support for ReStore operations as needed.

### KNOW HOW

Committed to the mission of Hometown HFH, the Donation Manager will have administrative, interpersonal, and communication skills / be computer literate / have general business knowledge / and have knowledge of the ReStore needs and operations.

### PRINCIPAL ACTIVITIES

- In collaboration with the ReStore Director, create a comprehensive donation plan to obtain donated inventory from various donor sources.
- Establish and maintain good working relationships with various donor organizations to ensure continuing future donations.
- Maintains thorough knowledge of Hometown Habitat for Humanity's affordable shelter ministry, enthusiastically sharing program updates and achievements with donors, and accurately answering any questions asked about the organization.
- Manage the donation scheduling process in an efficient and donor-friendly way.
- Manage the truck crew and the maintenance of donation pickup vehicles.
- Manage on-site inspections for large donations and coordinate their pickup.
- Occasionally speak to church, community, and civic groups to help promote the ReStore and its support of Hometown Habitat for Humanity's mission and to solicit donations of items to sell.
- In conjunction with the appropriate WHFH staff, assist in the maintenance of the database of donors; analyze the data, and report results and recommendations.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and safety and security practices.

- Perform other duties and or tasks as may be assigned such as, but not limited to:
- Greet customers and determine how to best serve each customer's wants or needs.
- Occasionally operate a cash register and assist with checkout. Answer customer questions regarding the ReStore, merchandise, sales policies, and other areas of customer interest.
- Process inventory; price, stock, arrange, display and sell ReStore merchandise.
- Maintain a safe working environment by following all safety protocols, both within the store and during any work-related activity.
- Assist with managing donation processing areas to ensure proper donation flow.

## **QUALIFICATIONS**

- Ability to work with staff and volunteers towards the achievement of ReStore goals.
- Ability to exhibit emotional intelligence, patience and flexibility.
- Experience in retail sales or any related work environment requiring direct and regular interactions with customers.
- Must have an insurable driving record.
- OSHA compliance and forklift experience a plus.
- Current CPR and first aid experience a plus.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Must be able to:

- Stand or walk on concrete flooring for prolonged periods.
- Bend, lift, reach, push and pull materials.
- Walk and climb on uneven surfaces, ladders and stairs.
- Label, sort and stock. Individually lift up to 50 lbs. and team-lift heavier items.
- Tolerate seasonal temperature extremes.
- Work a **Tuesday-Saturday** schedule.

## **COMPENSATION**

The Donation Manager will receive:

- A starting hourly wage of \$17.25, full time, 40 hours/week.
- Individual health insurance coverage with an 80/20 employer/employee premium split.
- Voluntary dental, vision, short term disability, long term disability insurance.
- Paid time off.

Hometown Habitat for Humanity is proud to be an Equal Opportunity Employer.