



Job Description

Position Title: ReStore Donation Coordinator

Team: ReStore

Supervisor Title: Procurement Manager FLSA Status: Exempt

Date: 9/13/2022 Non-Exempt

General Position Summary:

The Donation Coordinator is responsible for scheduling and coordinating our donation truck pickups throughout the Greater Des Moines area. The Donation Coordinator also helps determine acceptance of donations through a series of questions, understanding and photos. This position supports Greater Des Moines Habitat for Humanity by building relationships with future and current ReStore donors. The Donation Coordinator is responsible for helping provide a great donor experience and helping make our Donation Ambassadors as successful as possible out in the field.

Core Responsibilities:

List major actions performed in the job. Describes what occurs and the reason the action is taken. Regular and predictable attendance is a required function of this position.

1. Answer ReStore donation phone calls and determine whether items are acceptable to donate
2. Answer ReStore donation emails and follow-up with donor to determine whether items are acceptable donations
3. Work with all donors to arrange their donation pickups accurately and efficiently
4. Communicate with ReStore Donation Ambassadors about the daily schedule and any special instructions that may be necessary
5. Communicate any and all pertinent information about donations to ReStore Management
6. Build and maintain positive relationships with donors, volunteers, customers and community organizations.
7. Establish daily truck routes for ReStore Donation Ambassadors
8. Ensure appropriate follow-up with donors, including donor recognition and appreciation.
9. Manage donor record keeping system
10. Other duties as assigned.

Requirements:

Describes the minimum education and experience, certifications, licenses, physical demands, working conditions and skill sets needed to perform the job

- Excellent written and verbal communication skills
- Ability to convey clear, concise information to others, using verbal or other appropriate communication techniques.
- Excellent and accurate planning and organizational skills are critical to success in this position
- Ability to use general email and office software
- Ability to use good judgment and make good decisions
- High school diploma/GED required
- Ability to work effectively with minimal supervision
- Knowledge of building materials and residential construction processes are helpful but not required
- Able to lift 25 pounds
- Demonstrates the ability to use commonly-used concepts, practices and procedures within the field.
- Complete formal training plan and assignments as required.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.

Job Competencies

Demonstrate commitment to Greater Des Moines Habitat for Humanity's Mission and Values

- Mission: *Seeking to put God's love into action, Greater Des Moines Habitat for Humanity brings people together to build homes, communities and hope.*
- Values:
 1. Build Solutions
 2. Build Safety Mindset
 3. Build Faith and Family
 4. Build as Stewards
 5. Build with Heart

Normal Work Environment (Check best description):

Office

C

Outdoors

O

Retail

O

Continuous (67-100% of workday)
Frequent (34-66% of workday)
Occasional (1-33% of workday)

Physical Requirements:

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

(Indicate C, F, or O in front of each below)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Sitting | <input type="checkbox"/> Standing |
| <input type="checkbox"/> Bending | <input type="checkbox"/> Twisting |
| <input type="checkbox"/> Stooping | <input type="checkbox"/> Reaching above Shoulder |
| <input type="checkbox"/> Kneeling | <input type="checkbox"/> Reaching below Shoulder |
| <input type="checkbox"/> Crawling | <input type="checkbox"/> Working at Low Position |
| <input type="checkbox"/> Climbing Stairs | <input type="checkbox"/> Pushing/Pulling |
| <input type="checkbox"/> Climbing Ladders | <input type="checkbox"/> Working on Elevated Surfaces |
| <input type="checkbox"/> Driving | <input type="checkbox"/> Walking |
| <input type="checkbox"/> Working on uneven surfaces | |

Weight Lifting/Carrying:

- Sedentary (0-10 lbs.)
- Light (11-25 lbs.)
- Medium (26-50 lbs.)
- Heavy (51-74 lbs.)
- Very Heavy (75-100 lbs.)

Dexterity:

- Eye/Hand Coordination
- Feet (foot pedals)
- Fingering (picking, pinching, etc.)
- Handling (holding, grasping, etc.)
- Wrist Motion (repetitive flexion/rotation)

Hearing: X Yes No

Hearing is necessary to perform the job as the ability to communicate verbally is essential to working with customers and donors.

Visual Acuity Distance

Clarity of vision is necessary to operate computers and equipment.

Equipment/Supplies/Tools

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone