



Donations Supervisor Backporch Treasures Thrift Shop Job Description

Reports to: Director of Retail Operations

FLSA Status: Non-Exempt, Part Time

Department: Backporch Treasures

Hours per week: 25 (+/-)

Days each week: Monday through Friday, 10:00am – 3:00pm (flexible) (some Saturdays may be necessary and ability to substitute on other days if/when needed)

Benefits: Working with the best group of staff and volunteers around, ability to work in the fresh air every day and never having to join a gym! We believe that our jobs do not have to be hard; there is a team-oriented atmosphere here that makes it fun to come in to work. Yes, it can be tough work some days, but laughter is heard much more often than 'heavy sighs'. The first point of contact for any donor is YOU. You can make or break their day and they can do the same for you. They will give you donations they have kept close to their hearts for 40 or 50 years or they will entrust you to take their loved ones' clothes after they passed away. You get to work with staff within the Matthews Help Center that is one very special and devoted team. If you want to join a team that truly puts people first, then please apply. Visit Matthewshelpcenter.org to apply online.

BPT Culture: From an open, caring and respectful attitude for all to providing quality and timely service to our customers, Backporch Treasures' staff abides by a high level of customer service and a display of kindness to others.

Summary: Supervises and coordinates activities of volunteers in the Donations area by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provide excellent customer service greeting donors.
- Work closely with Donations Coordinators in guiding volunteers through 'best practices' in the garage via sorting and prioritizing.
- Review communications in garage (signage?) and weekly or daily updates for all volunteers (i.e., what needs to happen today?).
- Direct number of all product bins to the breezeway – continually take note of the number of and what kind of items are needed.
- Monitor flow of Kidney items.

- Monitor use of garage space and the left and right bays. How should things be stored? What needs to be where? Maintain organization.
- Work with coordinators on transporting appropriate bins to storage.
- Take regular inventory of items in the attic. Triage what isn't needed. Direct storage in attic.
- Oversee storage units for best uses.
- Assist Director of Retail Operations and MHC staff in the planning for the renovations and reorganization of the donations area and garage.
- Listens to customers' needs and resolves problems to restore and promote good public relations.
- Assists volunteers in completing difficult sales and tasks.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Work Quality - Looks for ways to improve and promote quality throughout BPT; demonstrates accuracy and thoroughness. Applies feedback to improve performance; monitors own work to ensure quality.

Work Consistency – Exhibits the qualities of good work habits in a consistent manner.

Attitude - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service, responds to requests for service and assistance; meets commitments.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions; looks for and takes advantage of opportunities; asks for and offers help when needed.

Work Relations - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things. Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; recognizes accomplishments of other team members.

Attendance - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Communication Skills– Listens well; speaks clearly and persuasively in positive or negative situations. Participates in meetings. Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Technical Skills – Ability to use Microsoft Word and communicate effectively via email and phone.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.

Delegation - Delegates work assignments in an authoritative way with respect to others; provides recognition for results.

Managing People - Takes responsibility for volunteers' activities; provides regular performance feedback to volunteers in a positive manner.

Diversity - Shows respect and sensitivity for cultural differences.

Judgment - Displays willingness to make decisions in a timely manner; exhibits sound and accurate judgment; supports and explains reasoning for decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: Associate's degree (A. A.) or equivalent from two-year college; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Ability: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability: Ability to calculate figures and amounts such as discounts.

Computer Skills: Knowledge of word processing software.

Physical Demands: The employee must frequently lift and/or move up to 50 pounds. While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to grasp, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.

Receipt & Acknowledgement:

I acknowledge that I have read and understood the essential duties and responsibilities, competencies and qualifications of this job. I also understand that this job description is not meant to be all-inclusive of every job duty and responsibility that may be required of an employee in the job.

Employee Name (Print):	Employee Name (Sign):	Date:
Immediate Supervisor/Manager Name (Print):	Immediate Supervisor/Manager Name (Sign):	Date:
Human Resources Approval (Name):	Human Resources Approval (Signature):	Date:

Updated: 4/22/21