



## Donations Coordinator Backporch Treasures Thrift Shop Job Description

**Reports To:** Director of Retail Operations

**FLSA Status:** Non-Exempt, Part Time

**Department:** Backporch Treasures

**Hours per week:** 8-hour minimum and a 17-hour maximum (not counting substitute or training hours. Total hours including substitute and training hours not to exceed 36 hours)

**Wages:** \$16.00 per hour

**Prepared By:** Executive Director and Director of Retail Operations

**Summary:** Supervises and coordinates activities of volunteers in receiving department of Backporch Treasures (BPT) Thrift Shop, provides back-up for the Donations Supervisor and the other Donations Coordinator on vacation and sick days, and helps conduct volunteer training for the donations area, as needed. Requires some weekend shifts.

**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.

### **Essential Duties and Responsibilities include the following:**

- Oversees the morning set up of outside sales and the donations receiving area.
- Oversees the afternoon breakdown of outside sales and the donations receiving area.
- Ensures the garage is closed and properly secured at the end of the business day.
- Assigns duties to receiving area volunteers.
- Acts as secondary trainer for new volunteers instructing them on department procedures and job duties.
- Organizes donations and notifies colleagues of received items.
- Inspects merchandise to ensure it is product that can be accepted.
- Reports facility needs to Director of Retail Operations.
- Listens to customers' needs and resolves problems to restore and promote good public relations.

- Assists volunteers in completing difficult tasks.
- Drives van to loading points.