



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). Includes two Saturday shifts a month.

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.

- Loads/ unloads or gives directions to helpers in loading and/or unloading articles in van.
- May perform other duties as assigned.

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: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Ability: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

Computer Skills: To perform this job successfully, an individual should have knowledge of Word Processing software and email correspondence.

Supervisory Responsibilities: Supervises approximately 15 - 20 volunteers per week in garage/donation area. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training volunteers; planning, assigning, and directing work; rewarding and reporting disciplining concerns to the Manager; addressing complaints and resolving problems.

Work Environment and Physical Demands: While performing the duties of this job, the employee is regularly exposed to work in outdoor weather conditions. The employee is occasionally exposed to work near moving mechanical parts. The noise level in the work environment is usually moderate. The employee must regularly 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 finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and smell.

Receipt & Acknowledgement:

All- 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.

Management & HR— I acknowledge that I have read, understood, and approve the aforementioned duties, competencies and qualifications to be included in this job description.

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