

summary:



POSITION DESCRIPTION

Position: Donation Door

Attendant **Reports to:** Thrift

The Donation Door Attendant's first priority is customer service, ensuring donations are properly handled, and maintain organization and safety in their area.

Essential Functions:

Customer (Donor) Service:

- Greet customers at donation door within 10 seconds. Receive inbound donations in a timely, helpful, and organized fashion.
- Thank customer for their donation, share why their donations are important, and offer them a donation receipt.

Safety and Organization:

- Donations should be sorted by department and placed in bins and are not allowed to accumulate on floor.
- Full donation bins are sent to storage area and replaced with an empty bin. • Donations that are furniture are received at the furniture door located in the donation alley of the Thrift Shoppe. Received furniture items are cleaned and priced.
- Keep donation area free of standing product.
- Ensure there is no product in shelving that can cause a falling hazard.
- Ensure area is free of debris and clutter by sweeping daily and mopping/cleaning up spills when necessary.
- Maintaining the cleanliness of the breakroom (located near donation door). Daily sweeping, mopping, and cleaning of tables, counters, and high touch areas (handles, coffee maker, etc.).

Production Support:

- Support production team in retrieval and placement of sellable product bins. Departmental product is considered Clothing, Housewares, Books, Linens, Electrical and Shoes. • Support all outbound donations to other charities that have been approved by North Raleigh Ministries.

Inventory/Administrative:

- Donor donations are documented as per person and type. Track and document incoming and outgoing donations per guidelines set forth by the organization.

Other Duties:

- Produce and send product to sales floor when donation door allows. (See Processor Performance Description).
- Greet customer's while on the sales floor.
- Supplies to be verified by management and then received/stored.

The preceding performance description has been designed to indicate the general nature and essential duties and responsibilities of work performed by volunteers and/or employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of volunteers and/or employees to do this job. This performance description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.

Education and/or Experience:

- High school graduate/GED
- Prior retail experience is a plus.

Required Skills:

- Able to lift, push or pull up to 70 lbs. in the warehouse area.
 - Able to consistently stand, sit, bend or do repetitive motions throughout shift •
- Professional demeanor and adaptive to ever-changing environment
- Must be 18 years of age or older to operate machinery relevant to the job. Ability to operate a forklift efficiently and safely. Training provided.
 - Able to interact in a faith-based environment.

Work Environment/Environmental Conditions:

- North Raleigh Ministries has a fast-paced office, thrift store, warehouse and crisis center environment with a large volunteer base. Volunteers are the heartbeat of NRM's ministry. This position requires flexible scheduling including nights (limited) and Saturdays.
- Closed toe shoes or boots and appropriate dress is required.