

Donation Center Associate

FLSA Status: Non Exempt

Work Schedule: Monday-Friday 9am-5pm, alternating Saturdays 9am-12pm as scheduled

Department: Resource Network Team

Reports to: Warehouse Supervisor

Vision: The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the caring and resources of our community. The Resource Network Team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

To achieve this vision, the HomeFront Resource Network values several principles:

Organization: Our community is incredibly generous and we are grateful for it. Managing the volume of donations given to HomeFront requires that our operation be ruthlessly organized and tidy. One unorganized day can lead to weeks of challenges. We will maintain a high standard of organization at all times.

Collaboration: No one component or team member of the Resource Network can function effectively without the others - clients, donors, colleagues, and volunteers. We understand that we can only be successful if we work well together.

Empowerment: Families often come to HomeFront after experiencing significant trauma in their lives. Part of our work is to restore our families' sense of empowerment and choice and to offer clear guidelines on how to access goods and services through the Resource Network. We offer meaningful choice to our clients, honor their wishes, and make program guidelines transparent.

Outcomes: Our work is only effective if we are reaching families in need. We set and achieve ambitious goals to serve as many families as resources permit.

Essential Job Functions and Responsibilities:

- Ensure that the Donation Center is welcoming, organized, effective, and clean
- Promptly and warmly greet donors, clients, volunteers, and guests
- Serve as a HomeFront ambassador, representing the best of HomeFront at all times
- Receive donations with gratitude and in accordance with accepted items policies
- Follow proper safe lifting procedures
- Fill out and provide Tax Receipts to donors, maintain adequate clipboard supplies
- Maintain tidy and impeccably organized furniture and donation storage in the warehouse
- Coordinate preliminary donation sorting and relocate items to proper locations
- Walk through entire Donation Center to tidy up, remove trash, identify items out of place daily

- Broom sweep lower and upper areas on docks daily
- Ensure that Most Needed Items list is updated and prominently displayed
- Assist Case Managers in finding needed items for clients
- Designate and hold items for clients
- Provide a high level of quality service to donors and clients, as reflected in satisfaction surveys
- Train and support volunteers assisting in Donation Center operations
- Accept UPS, FedEx and other deliveries, inform supervisor and deliver to proper recipient
- Maintain cleanliness of property yard and trash removal
- Check e-mail daily
- Support Resource Network team in loading/unloading donations or filling in for teammates
- Other related duties as assigned

Physical Demands and Work Environment

- Able to lift 40 lbs
- Ability to walk and stand for long periods of time
- Ability to bend and reach
- Exposed to weather condition prevalent at the time

Benchmarks

- Hospitality/greeting/communication skills
- Administrative skills – ability to fill out tax forms properly, organize donation receipts, fill out form
- Organizational skills
- Training skills and techniques
- Copying and scanning