



Resource Network Associate

Location:

Lawrenceville, NJ

Position Type/Classification:

Full Time/Non-Exempt

Reporting to:

Donation Logistics Manager

Compensation:

\$20/hour

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

Organization Overview

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

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.

Essential Job Functions/Responsibilities

- Ensure that the Donation Center is welcoming, organized, effective, and clean
- Promptly and warmly greet donors and visitors at the Donation Center
- Receive donations with gratitude and in accordance with accepted items policies
- Fill out and provide Tax Receipts to donors, maintain adequate clipboard supplies
- Sort and store incoming donations – clothing, food, housewares, furniture, etc. – and monitor and replenish food and diaper stock
- Maintain tidy and organized furniture and donation storage in the warehouse and assist with special warehouse projects
- Foster a welcoming, organized, well-stocked, and tidy environment at all Resource Network facilities
- Support clients, staff, and teammates as part of the effort to run successful ongoing Resource Network distribution efforts
- Greet clients and provide needed items with respect from our food pantries, Furnish the Future program, FreeStore, and more, ensuring efficient, effective service for HomeFront families
- Complete client intake forms and enter all supportive services provided into client database in a timely, accurate manner with required documentation
- Assist clients with shopping in the choice food pantry and restock items
- Support Resource Network programs and special events as needed, such as HomeFront's twice weekly motel meal delivery, major drives, pop-up food pantries, and other special distribution or collection efforts

- Fulfill daily schedule on time to meet monthly pickup and delivery goals
- Start each day promptly – truck on the road by no later than 9:15am
- Follow proper safe lifting procedures and use of appropriate equipment to lift and transport
- Follow safe driving practices and obey parking signs
- Load truck and secure donations inside the truck
- Maintain tidy and impeccably organized furniture and donation storage in the warehouse
- Unload furniture deliveries and immediately relocate items to their proper homes
- Provide tax receipts to donors, collect donations, and return both by the end of the day
- Deliver furniture and household items to clients
- Walk through entire warehouse to tidy up, remove trash, identify items out of place daily
- Prepare truck by loading/unloading for the following day before leaving for the night
- Conduct weekly inspection of truck and fill-out log as specified
- Vacuum/wipe down truck cab interior and remove garbage weekly
- Notify Vehicle Maintenance Supervisor of truck repairs as required
- Ensure truck contains adequate levels of gasoline
- Check oil in truck regularly
- Assist in sorting and organize incoming drive donations and in successful drive distribution efforts
- Serve as a HomeFront ambassador, representing the best of HomeFront at all times
- Follow proper safe lifting procedures

Required Competencies

- Excellent communication skills
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds
- Experience using client databases a plus
- Ability to operate 17-foot box truck
- Operate pallet jack
- Build and break-down pallets
- Excellent communication skills

Technical Skills

- Intermediate Microsoft Office application
- Familiarity with client database systems

Minimum Requirements

- Valid driver's license
- CDL license encouraged, but not required
- Clean driving record
- 25 years old to meet insurance requirements

Physical Demands

- Exposure to weather conditions prevalent at the time
- Ability to lift furniture and household appliances up three flights of stairs with assistance
- High Physical Demand - frequently lift and transport up to 100lbs with assistance
- Able to bend, kneel, stand, walk and climb several flights of step

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may be added or changed at any time.

Disclaimer:

This position description neither constitutes a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.