

FORT BEND WOMEN'S CENTER
JOB DESCRIPTION

**RESALE STORE
DONATION CENTER RECEIVING ASSISTANT**

REPORTS TO: Logistics Manager

SUPERVISES: n/a

STATUS: Hourly/Non-exempt

RESPONSIBILITIES:

Responsible for assisting in receiving, sorting and distribution of donated goods. Answering calls for the Call Center if applicable, scheduling trucks, answering general agency questions and transferring calls.

DUTIES:

1. Ensure that all donors are treated with care and respect
2. Delegate job duties to the volunteers and ensure all volunteers understand their particular job duty
3. Maintain facility cleanliness at all times
4. Ensure that the donation center receiving area, sorting room and drop-off area is organized and running efficiently
5. Ensure that donations are sorted correctly and distributed to the stores in a prompt manner
6. Must be professional and able to work well with volunteers and community service workers
7. Confirm truck pickups and follow-up satisfaction calls with donors.
8. Excellent customer service and phone etiquette
9. Use Google Calendar to schedule trucks for pick up of donations and client deliveries, if applicable.
10. Must be able to meet the annual KPI's as defined for current year.
11. Other duties as needed.

HOURS: Part-time (29 hrs. per week) - must be able to work weekends

QUALIFICATIONS:

1. Minimum High School graduate.
2. Valid Texas Driver's License.
3. Ability to work professionally with the public.
4. Ability to lift 30 lbs. or more and able to get on a 2-step ladder.
5. Ability to use Google calendar, email and phone system features.
6. Must have good telephone customer service skills.
7. Must be able to demonstrate the Agency's Core Values (Service, Passion, Integrity, Respect, Innovation and Team Work).

Employee Signature

Date