



Job Title: Donation Coordinator

Reports To: ReStore Manager

Status: Part-Time, Hourly @ 30 Hours Weekly

Salary Range: \$16.00-\$17.50 Per Hour

Overview

The ReStore Donation Coordinator at Habitat for Humanity of Frederick County, MD, is responsible for managing the scheduling and logistics of donations received at the ReStore, ensuring a positive experience for donors and supporting efficient operations at the store. This includes answering the donation hotline, scheduling pickups, routing our truck, and developing relationships with donors. They also play a role in quality control by screening donations and ensuring the proposed donated items are suitable for resale.

KEY RESPONSIBILITIES

- **Scheduling and Routing:** Scheduling donation pickups and purchased deliveries, communicating with our drivers and store staff regarding schedule changes, and optimizing routes for efficient truck operations.
- **Donor Relations:** Providing exceptional customer service to donors, answering calls and emails, and building long-term relationships.
- **Quality Control:** Screening donations for acceptability, ensuring items meet quality standards, and managing the flow of donations into the ReStore.
- **Communication:** Communicating effectively with donors, drivers, and store staff, ensuring timely communication about pickups, deliveries and changes in schedule.
- **Reporting and Documentation:** Maintaining detailed records of calls, donations, deliveries and schedules, and preparing reports as needed.
- **Donor Database Management:** May be responsible for maintaining an accurate database of donors and their donations.
- **Inventory Management:** Assisting with sorting, pricing, and stocking donated items.
- **Other Duties:** Assisting with volunteers, backup cashier support and performing other tasks as requested by the ReStore Manager.



ESSENTIAL QUALITIES

- Sensitive to the needs of others, across social-economic lines
- Strong communicator with compassion for our mission of providing affordable housing to everyone
- Highly organized and able to make good decisions in the midst of a busy schedule
- Flexible to help where needed in the store

QUALIFICATIONS

- 1-2 years in customer service or a related field
- Strong communication, organizational, decision-making, and time management skills
- Proficiency in using computer applications for scheduling, routing, and communication
- A positive attitude, professional demeanor, and a commitment to providing excellent customer service

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.