



Position Title: Donation Receiver

Department: Social Enterprise

Reports to: Donation and Receiving Manager

FLSA Status: Non-Exempt, Hourly

Job Type: Part-Time, 15-20hrs/wk.

Compensation: \$12.00/hr.

Job Summary

Reporting to the Donation and Receiving Manager, the Donation Receiver is responsible for providing the highest level of customer service and positive interaction with our customers and donors. This role is responsible for the receiving and handling of all donations directly from the customer and donor.

Responsibilities

- Welcome donors in a timely manner in a way that they feel appreciated and valued.
- Handle the receiving and donation process with the utmost respect and care including, greeting the donor, assisting in unloading donations, and issuing a receipt.
- Provide the highest level of customer service and hospitality to every donor, to encourage repeated business and donations to the Erie City Mission.
- Maintain a clean and well-organized work area.
- Work with and effectively communicate with the Donation and Receiving Manager on any necessary information that supports the overall success of the organization.
- Daily serve with fellow employees so that there is a healthy and productive work environment.
- Understand and comply with policies and procedures related to donated items, including prohibited items.

Education & Experience

High school diploma or GED required.

Skills & Abilities

The Erie City Mission considers every position one of Christian ministry and every person a vital and valued part of our team. Therefore, it is essential that all employees of the Erie City Mission have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

- Must be a people person with a pleasant and willing attitude, and a servant's heart.
- Must have a friendly, smiling demeanor.
- Excellent communication skills (both oral and written) with an excellent command of the English language.
- Must have exceptional hospitality talent to offer the highest level of customer service.
- Must be able to work in a fast-paced environment.
- Must be a problem solver and be able to work with a minimum of supervision and take initiative.
- Excellent time management skills.
- Computer skills to include general typing skills.
- Ability to read and define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret a variety of instructions furnished in written or oral form.
- Ability to take responsibility, to work well as a team member and to work independently without supervision within the scope of normal duties and responsibilities.
- Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.
- Demonstrated experience with and sensitivity to varying cultural, ethnic, and social background, values, and attitudes.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily sedentary, sitting for long periods of time and is regularly required to stand, walk, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Contact with computer screen for long periods of time is required.

Other

Works primarily out of the Erie Thrifty Shopper store, but monthly all-staff meetings will require travel to main campus.

Benefits

Part-time employees after 90 days receive:

- 401(k) with generous 5% company match