



Position: Donor Operations Associate 1-A

Job Summary: The Donor Operations Associate is a key team member who helps in the donation process. The Associate greets and removes donations from vehicles and then sorts the merchandise in a designated area. They are responsible for keeping the merchandise secure, all areas free of debris and the donor door area neat and clean. They will work with other staff, volunteers and community service. This position is the face of NFCC so they are expected provide excellent customer service and treat each donor with a professional and friendly demeanor.

Job Responsibilities:

- Removes all merchandise from donors' vehicles.
- Responsible for ensuring donors are offered a Tax Receipt.
- Sort and organize merchandise.
- Keep donation area neat and clean.
- Maintain dumpster area behind the NFCC building.
- Keep back parking area free of debris.
- Keep all merchandise secure.
- Provide a friendly, courteous, and attentive demeanor to all donors.
- Provide backup for tallying donor door activity.
- Works with community service workers and volunteers on a routine basis.
- Assist with facility maintenance and truck deliveries as needed.
- Other duties as assigned by management.

Job Requirements:

- High School Degree or equivalent preferred.
- Prior customer service preferred, but not required.
- Prior sorting and organizing merchandise preferred, but not required.
- Ability to do perform low to moderate facility maintenance tasks.
- Must have strong verbal communication skills.
- Must have excellent customer service skills.
- Ability to work weekends and holidays.

- Criminal background check clearance.
- Negative drug test screening.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed both indoors and outdoors in extreme hot and cold conditions. Must have the ability to work in extreme temperatures,

ability to lift up to 75lbs and or use lift aid, ability to push and pull items and be able to stand for up to 8 hours.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.