



Donor Operations Lead – Full Time

We have an opportunity for a Full Time Donor Operations Lead to join the Thrift Shop team.

NFCC is looking for a Donor Operations Lead, a key team member who oversees the donation door process. They may delegate to other staff, volunteers and community service at the Donation Door. This position is the face of NFCC so they are expected to provide excellent customer service and treat each donor with a professional and friendly demeanor. The position 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.

Full Time employees receive benefits on the 1st day of the month following working 30 days. Benefits include: Medical, dental and vision insurance. We also offer a 403b retirement plan that has employer matching and Paid Time Off. Short and Long Term insurance and life insurance are employer provided.

If you feel like you are qualified we ask that your resume be sent directly to Marten Jallad at mjallad@nfcchelp.org or Suzanne Brown at sbrown@nfcchelp.org.

Job Responsibilities:

- Lead the smooth operation of the Donation Area.
- Remove 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.
- Work 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 experience preferred, but not required.
- Prior sorting and organizing of merchandise preferred, but not required.
- Ability to perform low to moderate facility maintenance tasks.
- Should have strong verbal communication skills.
- Must have excellent customer service skills.
- Consistently at work on time and ensures work is done.
- Good team player. Contributes to building a positive team spirit and able to build morale, and support everyone's efforts to succeed.
- Must have good interpersonal skills. Focus on solving conflict, is a good listener and is open to ideas.
- Must be dependable. Follows instructions and responds to direction, keeps commitments and takes responsibility for own actions.
- 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.