



Donor Operations Associate I

Job Summary: The Donor Operations Associate I 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 the associate is expected provide excellent customer service and treat each donor with a professional and friendly demeanor.

Job Duties and Responsibilities:

- Remove all merchandise from donors' vehicles
- Ensure 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 backup for tallying donor door activity
- Provide a friendly, courteous, and attentive demeanor to all donors
- Work with other staff, volunteers and community service workers
- Assist with facility maintenance and truck deliveries as needed
- Other duties as assigned by management

Required Skills and Abilities:

- 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

Education and Experience: High School diploma or equivalent preferred. Prior customer service preferred, but not required. Prior sorting and organizing merchandise preferred, but not required.

Supervisory Responsibilities: None

Job Competencies:

- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

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 75 lbs 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.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.

All resumes/inquiries should be forwarded to mjallad@nfcchelp.org .