

### **GREAT CAREERS START HERE!**

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to help ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the full-time Bilingual Donor Operations Supervisor position by sending your resume to: [jobs@nfcchelp.org](mailto:jobs@nfcchelp.org)

**Job Summary:** The Bilingual Donor Operations Supervisor is a key team member who oversees the donation door process. They will delegate to other staff, volunteers and community service workers 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 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.

#### **Job Duties and Responsibilities:**

- Lead the smooth operation of the Donation Area.
- 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.
- Maintain shed and cage area.
- Oversee the part time Donor Door Operations Associate.
- Other duties as assigned by management.

#### **Required Skills and Abilities:**

- High School Degree or equivalent required.
- Ability to speak Spanish preferred but not required.
- 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 and a negative drug test screening.

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

*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.*

**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.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to [jobs@nfcchelp.org](mailto:jobs@nfcchelp.org).

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