Big Brothers Big Sisters.
OF RHODE ISLAND

Donation Center Attendant

Reports to: Donation Center Site Manager
FLSA Status: Non-exempt
Date Revised: June 2022

Position Summary:

The Donation Center Attendant is responsible to provide exceptional customer service while accepting donation drop-offs and maintaining a neat, clean appearance of the Donation Center.

Our Mission: Create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Each employee of Big Brothers Big Sisters of Rhode Island helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of the position include, but are not limited to:

Essential Duties and Responsibilities:

- Provide a warm, friendly greeting to donors and help them carry their donations into the center. Offer a tax deduction receipt and pricing list to every donor.   Maintain accurate donor count logs and inquire about donor referral sources.
- Maintain current understanding of Big Brothers Big Sisters mentoring programs and Donation Center operations to be prepared to address donor questions or educate donors about the organization. Follow established scripts to provide clear, concise, and consistent information to all donors.   Consult the BBBSRI office or a supervisor as needed for clarification.
- Sort all donations received to maximize cloth delivery volume to Savers. Repack and stack bags and boxes of donated materials to maintain a neat, clean appearance of the Donation Center.
- Perform general housekeeping duties to maintain the Donation Center's operation and appearance in good order.   This includes putting out the "Open" flag and/or BBBSRI signage daily and ensuring that the interior lights are always on during hours of operation. Snow removal is to be performed as needed.
- Maintain site supplies in neat, clean order and coordinate weekly supply orders with DC Site Manager.
- Communicate any pertinent information about the site to the DC Site Manager in a timely fashion.
- Assist driver in loading donations on the truck once or twice per week for delivery to Savers.   Follow driver guidance on the loading process.
- Complete daily outbound calls to lapsed donors using DC scripting and donor lists with a focus on good customer service. Maintain a record of calls and submit it weekly to the supervisor.
- Assist with agency special events and fundraising events as needed.
- Other duties as assigned by supervisor.

Education and Experience:

A minimum of a high school diploma or equivalent. 1 year of work experience in customer service or retail environment preferred.

Knowledge, Skills, and Competencies:

- Customer focused-good rapport with donors
- Good interpersonal and communication skills
- Well organized
- Work well independently, without close supervision
- Dependable—reports to shift on time and performs job duties as assigned
- Good sense and sound judgment on general matters
- Basic handyperson skills

Physical Demands:

The physical demands and work environment 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 regularly required to stand, walk, sit; use hands to finger, handle, or feel; reach with hands; balance, stoop, kneel or crouch; and talk or hear. The employee will frequently lift and/or move up to 50 pounds; occasionally up to 100 pounds.

Typically works in building or warehouse type of location. The noise level in the work environment is usually moderate. Employee is frequently exposed to outside weather conditions.

I have read the above job description and have had the opportunity to ask questions to clarify any part of it that is unclear to me. I understand what is expected of me in this position.

_____   _____

Employee Signature   **Date**

_____

Print Name

DEV: 06/18

REV: 12/18

REV: 08/19

REV: 06/22