



Donation Center Operations Coordinator

Join a mission-driven team making a big impact in Rhode Island!

The Donation Center Foundation of Rhode Island (DCFRI) collects used clothing and household items to raise funds for Big Brothers Big Sisters of Rhode Island (BBBSRI) and other local charities. Since opening in 1997, the Donation Center has grown to generate about 70% of BBBSRI's annual operating income, directly fueling life-changing one-to-one mentoring relationships. At the same time, we keep 3–5 million pounds of textiles and household goods out of Rhode Island landfills every year, supporting both the community and the environment.

We're looking for a detail-oriented, collaborative, and resourceful professional to join our team as an Operations Coordinator.

Position Summary

The Operations Coordinator ensures the smooth daily functioning of the Donation Center. In this role, you'll coordinate logistics, routing, vendor relationships, technology systems, and clothing drop off site staff needs. You'll also support administrative processes, data entry, and customer service.

This is the perfect position for someone who:

- Has exceptional attention to detail.
- Thrives in a team-oriented environment.
- Enjoys solving problems, managing systems, and keeping things running seamlessly.

Key Responsibilities

- Coordinate scheduling and logistics for donation pickups using OptimoRoute.
- Maintain strong vendor relationships and support financial/administrative processes.
- Manage and monitor technology systems (security cameras, key fobs, inventory logs).
- Provide customer service support to donors and community members.
- Supervise and support site attendants, ensuring smooth day-to-day operations.
- Perform accurate data entry and maintain organized administrative records.
- Contribute to a positive, team-based culture that values accountability, efficiency, and mission impact.

Requirements

- Strong organizational skills and attention to detail; accuracy matters here.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Comfort with technology systems; prior experience with routing/logistics software a plus.
- Strong written and verbal communication skills.
- Customer service mindset and team-player attitude.
- Experience in vendor coordination, logistics, or administrative support preferred.
- Ability to supervise on-site staff and foster teamwork.

Physical Demands / Work Environment

- Regular activities include standing, walking, sitting, reaching, and handling objects.
- Occasionally lift/move up to 25 lbs and travel locally as needed.
- Work is primarily in an office setting with moderate noise; occasional outdoor exposure.

**Why Join Us?**

At DCFRI, you'll be part of a mission-driven, supportive team that values both community impact and environmental sustainability. Every detail you manage and every system you support contributes to mentoring programs that change young lives across Rhode Island.

How to Apply

Submit your resume and a one paragraph cover letter detailing why you are a good fit for this role to HR@BigsRI.org.