



Every donation. Every purchase. Helps build homes.

ReStore Donation Coordinator

Date: 5/30/19

Status: full time/hourly

Reports to: Business Development Manager

Performance Summary:

The ReStore is a nonprofit home improvement store and donation center that sells new and gently used furniture, appliances, building materials and more to the public at discounted prices. The ReStore Donation Coordinator holds a pivotal role in the organization as a front-line ambassador for incoming donations. In the form of donation scheduling and data entry under the supervision of the Business Development Manager.

This person will have a 'donor first' mindset, be able to work independently, be detail-oriented, and be adaptable to this ever-changing retail atmosphere. This is an opportunity for a positive, people-oriented person to directly contribute to Habitat's mission of building homes, communities and hope.

Responsibilities:

- Effectively screening and efficiently scheduling donation pick-ups on two separate truck schedules, adhering to policies and procedures
- Receiving direct calls for store inquiries, while providing superior customer service.
- Social Media posts, including Facebook, Instagram and Google Business
- Educating callers about all things ReStore, including donation acceptance parameters, reasoning, and mission
- Assisting in and coordinating ReStore events
- Supply ordering
- Donation receipt data entry, utilizing donation software
- Donor stewardship including follow up and retention
- Working directly with drivers to ensure best practices

Key Result Areas:

- Accurate scheduling
- Efficient scheduling
- Donor retention
- Data entry execution
- Donor recruitment through social media and events



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Competencies:

- Adaptability and attitude are key. Must effectively move from one task to another with ease while maintaining a can-do attitude
- Extensive knowledge of the greater Fort Wayne area, including street routes, and neighborhoods
- Knowledge of Microsoft Office, particularly Outlook scheduling and calendars
- Strong verbal and written communication skills with emphasis on donor experience
- Willingness to work in a team-focused, positive environment
- Exceptional organizational skills
- Prior experience with scheduling and logistics a plus

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