



Every donation. Every purchase. Helps build homes.

ReStore Donations Coordinator

Date: 1/6/2023

Status: Full Time, Hourly, Non-Exempt

Reports to: ReStore Business Development Manager

Direct Reports: None

Position Overview:

The Habitat for Humanity 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 to further support Habitat for Humanity's mission. 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 in this ever-changing retail atmosphere. This is an opportunity for a positive, donor-oriented person to directly contribute to Habitat's mission of building homes, communities and hope. The ideal candidate should exemplify Habitat's core values of Faithful, Thoughtful, Sustainable, Collaborative, and Transformative.

Main Responsibilities:

- Effectively screen and efficiently schedule donation pick-ups on two separate truck schedules while adhering to ReStore policies and procedures
- Utilize multiple software platforms including Bloomerang and Get Connected.
- Receive direct calls for store inquiries while providing superior customer service.
- Create and deliver Social Media posts including Facebook, Instagram, and Google Business platforms
- Educate callers about all things ReStore including donation acceptance parameters, reasoning, and mission.
- Assist with ReStore events including planning, coordination, and event activities.
- Order supplies
- Responsible for receipt data entry
- Foster donor stewardship including efforts surrounding donor recruitment, follow-up, and retention.
- Support Business Development function and ReStore with other duties as required.

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 preferred.
- Knowledge and utilization of Microsoft Office required.
- Strong verbal and written communication skills required with a preferred emphasis on donor experience.
- Willingness to work in a team-focused, positive environment
- Self-starter with the ability to work independently with little direction.
- Exceptional organizational skills and attention to detail required.
- Willingness to work under tight deadlines and maintain composure and patience in stressful situations.



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Education and Experience:

- High School Diploma or equivalent required, Associates Degree or greater preferred.
- Previous experience with scheduling and logistics a plus.
- Previous experience using CRM or donation management software platforms a plus.
- Minimum 3 years of customer service experience required.

Physical Requirements:

- Must be able to lift 50 pounds, perform heavy manual tasks, stand or walk for extended periods of time.

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