

**Crisis Center for South Suburbia  
Position Description**

**Job Title:** Donation Center Associate  
**Program:** Donation  
**Reports to:** Director of Operations  
**Schedule:**  
**Classification:** Part-time; Non-exempt  
**Grade:** 1  
**Holiday Schedule:** General  
**WFH Status:** NA

**JOB SPECIFIC DUTIES AND RESPONSIBILITIES:**

**Primary Areas of Responsibility**

1. Gratefully receives donations of possible merchandise from customers and offers donation form upon receipt, as needed.
2. Sorting- Differentiates usable donations from trash; maintaining high standards of saleable merchandise
3. Identify, separate and prepare donations for textile recycling program. Differentiate usable recycle goods from trash.
4. Loading and unloading & general labor associated with packaging & sorting donations into recycle bins following the recycle policies.
5. Organize donations from donation bins into bags for recycle program, according to type.
6. Bag leather goods for textile recycle Program separate from clothing. Including tying/taping shoes together.
7. Maintain neatness, cleanliness and organization of donation receiving area. Including trash removal, breaking down of boxes.
8. Transporting merchandise to sales floor, stocking shelves and displays, and rotating stock at both the Center and Neat Repeats stores.
9. Assist Operations Managers and independently creates attractive store furniture displays.
10. Works cooperatively with other Crisis Center employees, volunteers, clients, and the public.

**Secondary Areas of Responsibility**

1. Assists with scheduled donation pick-ups and transporting of donations to and from agency using agency vans or other equipment weekly or as necessary.
2. Local travel as required fulfilling essential functions of the position.
3. Ensure compliance with donation acceptance criteria while on the truck and various donor locations.
4. Attend meetings and training sessions as directed by supervisor.

5. Performs other related job duties or responsibilities as requested or required, whether or not specifically mentioned in this job description.

**KEY PERFORMANCE INDICATORS**

KPI	EVIDENCE
Complete processing of discarded textiles within established timeframe	Textile Recycling bins are emptied and ready for incoming donation process
Provides accurate monthly report of CTR counts and measurements	Forms and reports are provided within established timeframe
Provides outstanding customer service	Maintains a positive image to customers, volunteers and staff

**POSITION REQUIREMENTS**

<u>Education/Certification</u>	<u>Required</u>	<u>Preferred</u>
High School Diploma or Equivalent (G.E.D.)	X	
Current/ Valid driver’s license	X	
A good driving record that meets our insurer’s requirements	X	
Current/ Valid vehicle insurance policy	X	
<u>Experience</u>	<u>Required</u>	<u>Preferred</u>
Minimum of providing exemplary customer service		X
Merchandise replenishment in a retail atmosphere		X
One year of warehouse experience		X

**ESSENTIAL JOB FUNCTIONS**

This table directly refers to the frequency of which your job requires you to do on a daily basis. Note: These duties are site specific.

Office Equipment	Rarely (R)	Occasionally (O)	Frequently (F)
Telephone		X	
Computer		X	
Fax Machine	X		
Copier	X		

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing			X
Sitting		X	
Lifting (Max 50 pounds)			X

Carrying			X
Walking			X
Driving			X
Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			X
Outdoor		X	
Loud Noises	X		
Fumes		X	

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			X
Make Decisions			X
Supervise		X	
Interpret Data		X	
Organize		X	
Read/Write			X

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

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Employee Signature Date

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Program Director Signature Date

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Director of Human Resource Signature Date