**Habitat For Humanity Greater Cincinnati**

**Position: ReStore Donations Administrator**

**Type:** Full-Time/Hourly

**Manages Others:** No

**Reports To:** Donations Manager

**Wage:** $14.00 to $15.00 per hour

**Position Summary**

Primarily responsible for assisting the Donation Manager, scheduling donations pickups, which includes answering incoming phone calls, retrieving voice mail messages and email messages, and screening donations based on the guidelines set forth in the ‘Donations Criteria’ section of this manual.

**Position Responsibilities**

* Schedules the Donation Coordinators and Truck Drivers to pick up donations
* Daily, check the ReStore’s voice messages first thing in the morning as well as throughout the day.
* Answers questions, screens donation calls to assure materials are acceptable/sellable, and schedules pickups and deliveries
* Encourage donors to drop off their donations.
* Help manage online donations and call donors back with pickup confirmation information.
* Help manage the ReStore support group as directed by the Donations Manager
* Assists the Donation Manager in supervising the operations of the truck fleet, its maintenance, and Department of Transportation (DOT) compliance to assure continued operation.

**Qualifications**

* High school degree or equivalent
* 2 years customer service experience
* Microsoft office experience
* Demonstration of good interpersonal skills in a variety of social and professional settings to ensure good working relationships.
* Excellent organizational and time management skills.
* Excellent written and oral communication skills.
* Excellent relationship building and relationship management.
* Creative problem-solving and the ability to be flexible, while maintaining the dedication to achieve results
* Self-motivation and independent work are required.

We are an equal opportunity employer.

*LIMITATIONS AND DISCLAIMER*

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

 All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.