

**JOB DESCRIPTION**

liftuprc.org

<b>Job Title</b>	<b>Donation Center Customer Service Specialist (CSS)</b>
<b>Employment Status</b>	Part-Time, year-round (20 hours)
<b>Reports to</b>	Donation Center Manager
<b>Supervision Exercised</b>	Supervises volunteers and community service workers as needed
<b>Salary</b>	\$14.50/hr
<b>Benefits</b>	Paid Holidays, Sick Days, Paid Time Off
<b>General Description of Position</b>	Under the direction of the Donation Center Manager, the Customer Service Specialist will greet the public; accept, sort and price donations.
<b>Essential Duties</b>	<ul style="list-style-type: none"> <li>▪ Assist customers and donors in a positive, professional manner</li> <li>▪ Know and politely enforce policies regarding donations</li> <li>▪ Receive incoming calls and provide information about Lift-Up programs and return messages</li> <li>▪ Maintain a clean, organized and safe work site</li> <li>▪ Assist with special projects and perform other duties as assigned</li> <li>▪ Know and adhere to standards of quality guidelines for sorting</li> <li>▪ Sort and visually inspect donations</li> <li>▪ Rotate seasonal merchandise and prepare donations for recycling</li> <li>▪ Price merchandise for the Thrift Store, together with Manager</li> <li>▪ Oversee volunteers at work site in the absence of the Manager</li> <li>▪ Assist with loading of pass-on trailer</li> <li>▪ Emptying trash/cardboard</li> <li>▪ Lifting bags/boxes for volunteers/staff/donors</li> <li>▪ Testing and pricing of electronics and sporting goods when needed</li> <li>▪ Attend monthly staff meetings</li> </ul>
<b>Minimum Requirements</b>	<ul style="list-style-type: none"> <li>▪ High School diploma or equivalent preferred</li> <li>▪ Excellent interpersonal and communication skills required</li> <li>▪ Retail background preferred</li> <li>▪ Ability to speak Spanish helpful</li> <li>▪ Experience supervising volunteers helpful</li> <li>▪ Ideal qualities: self-motivation, organization, ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds</li> <li>▪ Ability to multi-task in a fast-paced environment</li> <li>▪ Physical ability to stand for extended periods of time and lift and carry items weighing up to 50 pounds</li> <li>▪ Background check required</li> </ul>
<b>Apply</b>	<ul style="list-style-type: none"> <li>▪ Email application, cover letter and resume to <a href="mailto:dcmanger@liftuprc.org">dcmanger@liftuprc.org</a> or in person at 2125 Curve Court Steamboat Springs</li> </ul>

Revised August 13, 2019