



## *Donation Center Manager*

### JOB DESCRIPTION

*revised January 2021*

<b>Job Title</b>	<b>Donation Center Manager (DCM)</b>
<b>Employment Status</b>	Non Exempt, variable schedule of 40 hours/week.
<b>Reports to</b>	Director of Programs
<b>Supervises</b>	Department staff and laborers; volunteers, and community service volunteers
<b>Benefits</b>	Paid holidays, vacation, sick days, medical insurance, short- and long-term disability insurance, 401(k)
<b>Key Accountabilities</b>	<ol style="list-style-type: none"> <li>1. Leads and directs DC workers to ensure safe, efficient and effective processing of donations observing all mitigation protocols and creating and implementing mitigation processes</li> <li>2. Oversees DC operations to provide excellent customer service and achieve financial and organizational goals</li> <li>3. Creates, trains on and enforces departmental policies, procedures and instructions. Ensures compliance with organizational policies, procedures and protocols while maintaining a focus on the LiftUp mission and a culture of respect</li> <li>4. Develops and maintains successful collaborative relationships at all levels in the organization, and contributes to a positive team atmosphere</li> </ol>
<b>General Description of Position</b>	<p>Manages all Donation Center (DC) operations to consistently and effectively achieve excellence in customer service and people management while maintaining safe operations, maximizing revenue, minimizing costs and providing a positive work environment for staff and volunteers within the spirit of the LiftUp mission and a culture of respect. Supervises, schedules and trains employees and volunteers to provide exceptional service to donors while maximizing quality donations and minimizing unacceptable donations. Maintains a safe, clean, attractive and orderly facility. Develops and sustains cooperative and successful working relationships with other program leaders, administrative staff, volunteers, department staff, donors and others with an emphasis on working toward overarching LiftUp goals as well as departmental goals. Must successfully pass a background check which will include criminal history and driving record check.</p>
<b>Essential Duties</b>	<ul style="list-style-type: none"> <li>• <b>People Management</b> – assistance with recruitment and hiring; train, coach, and supervise employees and volunteers; cultivate a healthy positive work environment; ensure staff coverage with advance scheduling</li> <li>• <b>Department Management</b> – well-organized computer files/documents; timely response to email and phone messages; professional and respectful demeanor at all times; budget tracking and supply orders; enforcing all safety and health protocols (ex: COVID mitigation policies); delegating department tasks (rotate functions among staff)</li> <li>• <b>Inventory Control</b> – donation receiving, seasonal pass-on items, overflow storage if needed, trailer packing and loading, volume management/quick-sorting</li> <li>• <b>Quality Control</b> – sorting and checking donated items, reinforce</li> </ul>

	<p>quality standards, review systems to ensure consistency and accuracy, assessment of holiday/seasonal storage items</p> <ul style="list-style-type: none"> <li>• <b>Flexibility</b> – implementing protocol changes quickly, effectively, and positively; handling last-minute schedule changes; troubleshooting</li> <li>• <b>Collaboration</b> – working collaboratively with Thrift Store Manager to align supply-and-demand with store marketing plans and pricing strategy</li> <li>• General tasks may include: <ul style="list-style-type: none"> <li>○ Upholding LiftUp policies, procedures, and standards and ensuring those are followed in the department including cleanliness and safety policy</li> <li>○ Tracking data and monthly reporting on operations and success benchmarks</li> <li>○ Coaching, managing, cultivating, and disciplining department staff in collaboration with Dir. of Programs and Dir. of People</li> <li>○ Ordering and managing department supplies, fixtures and equipment, and comparing prices and quality for the best products</li> <li>○ Answering phone calls, emails, and inquiries in a timely, professional manner both internally and externally</li> <li>○ Orienting and training new staff and volunteers</li> <li>○ Supervising, scheduling, and staffing DC operations</li> <li>○ Communicating and enforcing donation limits and guidelines to the public</li> <li>○ Overseeing the loading, and transportation of “pass-on” items, and tracking associated income/benefit/cost</li> <li>○ Reviewing, ensuring accuracy of and approving employee time sheets</li> <li>○ Ensuring that DC operations follow mitigated donation receiving system including the following: <ul style="list-style-type: none"> <li>• Overseeing the implementation, and ongoing adherence to, safety protocols and social distancing efforts; responsible for the safety of employees and volunteers or donors.</li> <li>• Ensuring that all employees and volunteers use full PPE throughout their shifts, practice social distancing, conduct sanitization and cleaning and do not eat or drink in the work area</li> <li>• Containerizing/quarantining all donations for the recommended time period for soft goods</li> <li>• Implementing all COVID protocols throughout the dept.</li> </ul> </li> <li>○ Ensuring the efficient and effective use and organization of DC facility space</li> <li>○ Creating and fostering a safe, healthy and positive work environment</li> <li>○ Attending LiftUp staff meetings and committee meetings as assigned</li> <li>○ Other duties as assigned</li> </ul> </li> </ul>
<p><b>Minimum Requirements</b></p>	<p>High School Diploma or Equivalent</p>

	Proficiency with Microsoft Word and Excel
	Management experience required
	Attend monthly staff meetings, manager meetings, committee meetings and volunteer meetings
	Assist with other duties and special projects as assigned
	Ability to analyze problems and recommend solutions
	Excellent interpersonal skills and positive customer service attitude
	Ability to establish priorities and work independently with minimal supervision
	Retail experience and/or education and training to meet the requirements of position
	Ability to meet deadlines and act with sense of urgency and purpose
	Physical ability to stand for extended periods of time
	Ability to speak Spanish preferred, but not required
	<p style="text-align: center;">Ideal qualities: self-motivation, organization, ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds</p>
	Physical ability to lift and carry items weighing up to 50 pounds

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