



JOB TITLE: Donation Center Coordinator - Partnerships/Operations
FLSA STATUS: Non-Exempt, Full-Time
LOCATION: Tukwila
PAY RANGE: \$18/hour + generous benefits including paid vacation/sick leave; 100% employer paid medical, dental, vision, life and long term disability for employees; 401(k) with employer match; and EAP
MANAGES: N/A
REPORTS TO: Donation Center Manager **Last Reviewed:** August 2019

Our Mission: At Big Brothers Big Sisters of Puget Sound (BBBSPS), we create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential.

Each employee in Big Brothers Big Sisters of Puget Sound helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of the position include, but are not limited to the following:

JOB SUMMARY:

The Donation Center Coordinator's primary function is to assist the Donation Center Manager and serve as primary back-up to cover scheduled collection routes. The focus of this position will be to assist with general operations in conjunction with identifying, soliciting, securing and stewarding partnerships with corporations, schools and a variety of organizations in order to meet product collection and revenue targets. This position will maintain and oversee usage of software and other technology tools (such as Donation Center Manager app, online scheduling, e-mail marketing, etc.) to allow for better efficiency and functionality of the Donation Center. The position plays an important role in providing the highest level of ongoing customer service with partners to ensure that both parties are upholding agreed-upon strategies, operational standards, and overall satisfaction with the relationship.

Operations is also focused, but not limited to: route scheduling, bin tracking, bin placements, and customer service; and implementation of improvements to route scheduling and the use of route management technology. Customer service includes, but is not limited to, ensuring regular pick-up of production to minimize garbage or overflow, expanding the network of business and organizational relationships that result in increased product collection, and stewarding relationships. The person in this position will contribute to strategy that expands on product collection methods and strengthens communication effectiveness to meet production goals (online communications, phone solicitations, residential pickups and other innovative methods).

The Donation Center Coordinator will perform other duties as assigned by the Donation Center Manager. The Coordinator will also provide support in driving company vehicles for regular collection routes and delivering product to and from stores, and staffing the Attended Donation Station. The Donation Center Coordinator is expected to participate in Agency events providing support when asked to do so. The nature of this work requires occasional weekend availability.

JOB RESPONSIBILITIES:

- Provide support to Donation Center Manager

- Meet individual revenue targets for additional donation collections through partnerships, alliances, bin hosts, clothing drives, home pickups and leveraging online communication tools to grow the Donation Center
- Must communicate and collaborate regularly with the Donation Center Manager to ensure operational efficiencies
- Gather data and research to identify opportunities for new partnerships; execute strategy to secure new partnerships and strengthen existing partnerships; and steward relationships with all partners
- Implement and monitor use of the Donation Center Manager application, to maximize and lead the transition to and use of route management technology to achieve operational efficiencies
- Develop technology platforms for messaging, scheduling and data tracking
- Improve the Donation Center's web and social media presence
- Organize, track inventory, order and maintain supplies in accordance with Donation Center budgeting parameters
- Maintain a well-kept warehouse and office environment
- Handle incoming calls and provide excellent customer service to donors
- As needed and assigned, safely operate an agency truck to collect, transport and/or deliver donations; follow protocols regarding collection process, truck inspection and cleanliness.
- Load donations of clothing, small household items and furniture ensuring proper handling of heavy, bulky or delicate items to avoid breakage, muscle strain or injury
- As assigned, clean and maintain donation bins and remove trash around bins
- Staff Attended Donation Stations as needed
- Serve as a brand advocate and ambassador in every interaction with clients and the public
- Other duties as assigned by the Donation Center Manager

REQUIRED JOB QUALIFICATIONS:

- Valid US driver's license, insurance coverage, and consistent access to a reliable personal vehicle: the job requires frequent travel to meetings or donation/bin sites
- Driving record that meets BBBSPS standards for driver insurability
- Able to work independently and collaboratively, exercising good judgment, decision-making and problem-solving skills to achieve team goals
- Strong leadership skills
- Excellent oral and written communication skills reflecting solid customer service in person, via telephone and email
- Proficient in Microsoft Office with an emphasis on Word, Excel, and Outlook
- Able to lift heavy or larger items up to 75lbs
- Able to drive small to midsize box trucks (16 feet - 24 feet)

PREFERRED JOB QUALIFICATIONS:

- Associate degree or equivalent experience

COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN OUR ORGANIZATION: We seek to hire for, and further develop with each employee, the following competencies that we have identified as critical to success for individual employees and for achievement of the BBBSPS mission:

- Core Competencies
 - Accountability / Workload Management
 - Customer Service Orientation
 - Growth Mindset, Adaptability
 - Cultural Sensitivity
 - Collaboration

- Expertise in Area of Focus
- Leadership Competencies
 - Develops & Motivates Others
 - External Relationship Builder
 - Team Effectiveness
 - Emotional Intelligence
 - Organizational Growth Orientation
 - Problem-Solving
 - Initiative & Results Driven

WORK ENVIRONMENT:

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- *Frequent independent travel*
- *Frequent work in all outside weather conditions*
- *Warehouse environment*
- *Physical demands:* While performing duties of job, employee is frequently required to stand; walk; sit; reach with hands and arms; climb in and out of truck 20 plus times per day; talk and hear; and independently drive a 16 to 24 foot box truck. Employee must lift and/or move up to 75 lbs. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Daily work requires collecting items from bins which includes garbage & other potentially hazardous materials that will require proper disposal. Training on how to handle these materials will be provided.*

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job descriptions are subject to change to meet the needs of the organization.

Your employment with BBBSPS is “at will,” meaning that either you or BBBSPS may end your employment at any time and with or without cause.

Equal Employment Opportunity

BBBSPS is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply: Please submit a resume and cover letter to jobs@bbbsps.org with “Donation Center Coordinator” in the subject line.