

HOME SWEET HOME

Donations Logistics Coordinator

Reports to: Operations Director

FLSA (Fair Standards Act) Status: Full-time; Hourly \$24.00 Hourly

SUMMARY: The mission of Home Sweet Home is to give families a sense of pride and to improve the quality of their lives by providing basic household furnishings. Operating with nonprofit partners, Home Sweet Home clients can shop for furniture and household items. Then, those items are delivered to families in St. Louis City and St. Louis County. This position is responsible for scheduling furniture donation pickups as well as communications for incoming donations from individuals and businesses.

NOTE ABOUT POSITION: The person in this role is the donors' first touchpoint with the organization. Professional courtesy, patience, hand-holding, and the ability to communicate the origins and mission of the organization are all critical. It is also necessary to discern what donors are communicating about their items and how to communicate why we may not be able to accept a donation. Strong customer service skills are essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- This role is to be the primary person responsible for managing in-kind donor relations and the logistics of residential and organizational donations of in-kind items.
- Responding to all requests for pickups and scheduling those pickups as appropriate.
- Responsible for related record-keeping and information management.
- Provide excellent customer service and ensure effective and problem-free services to in-kind donors.
- Excellent customer service skills and commitment to providing superior service.
- Good computer literacy skills: responding to donors regularly via email, creating documents and reports, and maintaining contacts. Most used software includes gmail (including templates), Google Calendar (in details, for scheduling, Google Maps (for routing), Microsoft Office, and Google Business Apps. Familiarity with using a database.
- Ability to write business correspondence and communicate clearly via phone.
- Answering the phone and answering donor questions.
- Communicates with potential donors regarding items to be donated, as well as planned delivery of said items.
- Exercises discretion regarding acceptance and/or disposition of donated goods and maintains donor relationships through attentive customer service.
- Completes donation paperwork for donors.
- Facilitates logistics related to the delivery of extra donations to other shelter sites or agencies.
- Complete other duties as assigned and attend meetings as requested.

PROFESSIONAL STANDARDS

- Effectively communicates the mission and values with donors and the community.
- Holds self accountable and maintains consistency.
- Effectively communicates scheduling priorities and changes to staff promptly.
- Close attention to detail, strong organizational and time management skills, and the

- ability to manage multiple responsibilities.
- Ability to firmly communicate our standards/need to say no.
- Maintain a professional appearance and attitude.
- Must be patient and kind (as we are working with at-risk populations.)

REQUIREMENTS

- Prior customer service experience is strongly preferred.
- Familiarity with the geography of St. Louis City and County is strongly preferred.
- Prior experience with Google Suite. Specifically Gmail, Google Calendar, and Google Maps.
- Able to pass all background checks.

PHYSICAL DEMANDS AND SCHEDULE

Maintain mental and physical energy needed to perform essential job requirements. Primarily M-F 8:30am-3:30pm. Occasional evening and/or weekend work may be required.

BENEFITS

Health insurance available with employer covering a portion of the cost. PTO and paid holidays are also available.

TO APPLY

Please send a resume and cover letter to employment@homesweethomestl.org by Wednesday, May 13th.

*****Home Sweet Home is an Equal Opportunity employer committed to a diverse and inclusive workforce. We believe our team must reflect the diversity of the families we serve and a diverse team where everyone feels comfortable being themselves will be a long-term advantage. We actively seek out diversity and do not discriminate on the basis of race, religion, color, national origin, gender identity, sexual orientation, age, marital status, veteran status, education, or disability.**