



JOB DESCRIPTION

JOB TITLE: Donation Greeter

REPORTS TO: Production Manager

HOURS PER WEEK: 40 Full-Time

This key position will primarily be responsible for customer interface and coordinating workflow on the donation production line and providing materials and other services to the production line in a timely and efficient manner. In this role the successful candidate must be friendly in nature, possess excellent interpersonal skills, and enjoy physical labor.

ESSENTIAL JOB DUTIES AND REQUIREMENTS

- Execute Greeter Duties in a professional manner interacting with the public and co-workers
- Ability to start and operate a computer as well as basic Microsoft programs, the internet and SMCo's Thrift Trac.
- Be aware of and address the safety hazards associated with the position
- Work under the supervisor/manager to prep the Alpha Donation Center to receive donations each workday.
- Memorize all the products that are not sellable at the thrift stores. Ensure this list is in the desk, to review when down time is present. You will graciously work to communicate to donors why the item is not accepted.
- At opening before donors are permitted, work to clean and organize the reception area. Ensure it is clean and free of obstructions. Review that the receptacles for donations are staged in the right location and that the amount present are correct.
- Walk around the building to pick up trash and confirm that all the signs directing donors to the right location are present.
- Once complete with set up, check in with the supervisor/manager to ask if there are any other tasks to be done.
- Prior to opening, confirm that essential tools are present and ready. These include the desk, computer, SMCo program, receipts, and safety vest.
- Place the proper signage and bumpers to help spot the donor cars correctly.
- As donors arrive, welcome each one and ask permission to collect their data in order to track the quantity and general origin of the donations.
- Thank them for their generosity and determine what type of items they would like to donate.

- If they are listed as unwanted items, then graciously work to communicate the issue and decline their donation. Unwanted items listed are a safety or a business issue.
- For the items that are sought, divide them according to type, in order to make the sorting process more efficient.
- Assist donors in offloading their approved items and place in the appropriate receptacle.
- Thank the donor politely and offer a self-completed receipt.
- Maintain a high level of customer service throughout the interaction. Pass along positive and negative feedback to the supervisor/manager.
- Promote the mission of Alpha Resource Center.
- Adhere to company and store policies, procedures, and practices and propose changes when necessary for efficiency.
- Resolve customer inquiries and concerns in a timely and professional manner.
- Perform maintenance inspections and routine equipment/tooling maintenance.
- Maintain professional conduct while engaging staff and customers.
- Report safety, security, and personnel issues as well as accidents and customer concerns.
- Attend and participate in all required trainings.
- Develop personal skills and knowledge in order to contribute to continuous innovation.
- Inspect donations for quality, damage, condition, and salability.
- Monitor production flow in order to anticipate and meet needs of the production line.
- Ensure safety is top priority.
- Utilize baler for recycling clothing.
- Dispose of rejected merchandise in appropriate containers.
- Maintain a clean, safe, and organized work area.
- Report suspicious activity to management immediately.
- All additional duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

HOURS OF WORK

40 hours per week. Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required.

Attendance and participation at staff meetings, trainings and seminars is expected

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States.
- Valid California Driver's License and eligible for insurance under the company policy.
- Ability to work independently without supervision while maintaining a high level of organization.
- Ability to embrace and implement communication best practices.
- Ability to operate and use all equipment necessary to do the job.
- Ability to be flexible and available for temporary or permanent assignment to another Alpha store and/or transfer to another position as required by management.

- Ability to work varied hours/days and overtime as business dictates.
- Ability to safeguard confidential information obtained during employment.
- Ability to work both individually and as a team member and prioritize work.
- Must be able to establish rapport and communicate with internal and external customers of diverse cultural, educational and mental and physical ability.

EDUCATION and/or EXPERIENCE

High School Diploma or a combination of education and experience demonstrating ability to perform essential duties is required.

LANGUAGE SKILLS

The ability to read, write and speak English clearly is mandatory. Ability to read and speak Spanish is desirable but not required. The ability to communicate information to other employees, customers and donors as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee is regularly required to continuously stand, walk, sit, talk, and hear. Employee must be able to bend, squat, climb stairs, and safely lift frequently and/or move up to 50 lbs. unassisted. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate all office equipment, including a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

WORK ENVIRONMENT

The work environment would be generally described as inside and outside of the donation center. The safety hazards in this environment include sun exposure and car traffic. Hydration/sun-ray-blockage and remaining visible, are the best way to address these safety hazards. The noise level in the work environment is usually moderate to loud and the illumination of the work area is primarily with natural lighting.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties to meet the ongoing needs of the organization.

Employment is by mutual agreement of the employer and employee. Employment may be terminated with or without cause and notice, at either the option of the employee or employer. Employer and employee further agree that no manager, supervisor or employee of Alpha Resource Center of Santa Barbara has authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will.

EMPLOYEE PRINT NAME _____ SIGNATURE _____
DATE _____

MANAGER PRINT NAME _____ SIGNATURE _____
DATE _____