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## **Donation Processing Attendant – CHEP Outpost**

**Location:** Rising Sun, Maryland

**Job Type:** Part-Time, Hourly

**Hourly Wage:** \$15–\$17/hour based on experience

**Reports to:** Outpost Manager

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### **About CHEP Inc.**

CHEP Inc. is a 501(c)(3) nonprofit organization dedicated to empowering Veterans and strengthening communities through housing, food access, job training, and supportive services. The CHEP Outpost is a community-driven resale store and support hub—where every purchase, donation, and volunteer hour help transform lives.

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### **Position Summary**

The Donation Processing Attendant is a vital part of the CHEP Outpost team, responsible for providing excellent customer service while accepting, evaluating, and processing donations in line with store standards and donation criteria. This role requires good judgment, physical stamina, strong communication skills, and the ability to work both indoors and outdoors in various weather conditions. The ideal candidate is mission-driven, reliable, and enjoys an active, hands-on work environment.

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### **Key Responsibilities**

#### **Customer Service & Communication**

- Provide friendly, professional service to customers and donors
- Explain CHEP’s mission and the impact of community contributions
- Handle questions or concerns courteously, referring to leadership when appropriate
- Display strong verbal, non-verbal, and written communication skills with peers, supervisors, and the public

#### **Donation Intake & Processing**

- Greet donors and accept donations with gratitude and professionalism

- Use sound decision-making skills to evaluate incoming donations in accordance with store criteria, accepting only items that meet safety, cleanliness, and usability standards
  - Sort, inspect, price, and tag items for resale
  - Organize and maintain clean, safe, and efficient donation and backroom areas
  - Coordinate with the store team to ensure timely processing and restocking of merchandise
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### **Qualifications**

- Minimum of 1 year of customer service experience preferred
  - Strong decision-making ability and judgment when processing donations
  - Reliable, honest, and capable of working independently
  - Willingness to follow instructions and take initiative when appropriate
  - Strong organizational skills and attention to detail
  - Ability to identify and solve problems and know when to escalate concerns
  - Comfortable engaging with the public and promoting CHEP's mission
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### **Additional Skills & Abilities**

- Ability to receive and follow instructions
- Ability to identify and solve problems by acting decisively and showing good judgement
- Ability to gather information needed to understand a situation to take timely and appropriate action
- Ability to know when to involve others during the decision making process and having the ability to maintain emotional control and composure when faced with urgent or difficult decisions.
- Experience or willingness to create and enhance community partnerships
- Excellent personnel relations skills

- The ability to identify issues and problems; can proactively implement strategies and resolutions in a logical and timely manner
  - A passion and commitment to service excellence and can offer firm direction and decisiveness
  - A willingness to learn executive presence
  - The ability to effectively and compellingly communicate in all settings written, one-on-one, and large groups.
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**Physical Requirements** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job

- Ability to lift, move, and transport boxes and items weighing up to 70 lbs
  - Extended periods of standing, walking, bending, and lifting
  - Visual and auditory acuity for sorting, processing, and communicating
  - Ability to work in various weather conditions (heat, cold, rain, snow, wind)
  - Valid driver's license and ability to operate a company vehicle for work-related tasks (as needed)
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### **Schedule**

- Part time
  - Typical schedule: Tuesday–Sunday
  - Must be available for occasional evening events or extended hours during promotions
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### **Benefits & Perks**

- \$15–\$17/hour, based on experience
- Employee discount on Outpost merchandise
- Opportunities for advancement and nonprofit career growth

- Supportive, mission-driven work environment
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### **How to Apply**

Please submit a resume or a brief statement of interest to **[twilliams@chepinc.org](mailto:twilliams@chepinc.org)**

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