**Donation Center Manager**

Job Description

**Job Title**: Donation Center Manager

**Team**: Operations

**Reports To**: Director of Operations

**Supervises**: Full-time Staff, Part-time Staff, Volunteers and Clients

**Job Status**: Full-time, regular – Exempt, Essential Staff

**Hours**: Hours vary weekly; Tuesday – Saturday 40 hours per week with occasional overtime

**Job Summary**: The Donation Center Manager oversees the daily operations of the Mission’s Donation Center and manages, ministers, and supports the team, to ensure they are providing the best quality of customer service and vocational training. The ideal individual for this role understands best practices when it comes to safety and operations of donation facilities, loves to coach and develop others, and has experience working with customers, donors, volunteers, client’s and other team members.

The Donation Center Manager is a hands on leader who coaches and develops staff, creates and maintains outside partnerships, engages volunteers and clients, and performs required administrative tasks. The manager is expected to be actively involved in direct operations of the Donation Center whenever possible.

**Job Duties and Responsibilities**:

Staff Management

* Model and live out the overall Vision, Mission, and Core Values of the organization.
* Communicate effectively with the Donation Center team, donors, volunteers, customers, clients and entire Raleigh Rescue Mission staff.
* Directly manage and minister to full-time team members and part-time team members.
* Lead daily team huddles, coordinate daily devotions, and regularly check-in with individual team members.
* Review and manage the team’s weekly schedule and work assignments.
* Train, coach, and motivate members of the Donation Center team.
* Evaluate team member performance and hold team members accountable to providing the best quality customer service.
* Provide the staff members with professional development on best practices for working in a Donation Center environment.

Program Management

* Own the daily schedule for Donation Center team, clients and volunteers.
* Manage the donation dock and donation sorting process.
  + Manage the unloading/loading of RRM trucks and donor/customer vehicles.
  + Receive, clean, price, sort and process all donations.
* Ensure the Donation Center is clean and organized, including warehouse, dock, trailers, cargo containers, outside area and bathrooms.
* Ensure that the facility is a safe, while following best practice guidelines.
* Communicate with donors, clients, and volunteers, educating them on the benefits of our program and setting expectations.
  + Welcome volunteers and assist, as needed, to ensure a positive volunteer experience.
* Ability to conduct outreach and establish relationships with third party vendors.
  + Schedule third party vendors, such as Friendship, Dog Eared Books and Carolina Dry Heat Bedding.
* Develop and manage a consistent and reasonable plan for dealing emergencies and facility safety.
* Clients, staff, and volunteers must feel that they can approach managers freely with any issues that may come up.
* Ability to step in and do every aspect of the Thrift Store & Donation Center at any time, as needed.

Administrative Duties

* Keep track of all donor receipts and make sure they are filled out correctly.
* Ensure all donation receipts are entered into Salesforce.
* Manage recordkeeping; update and maintain VT client information records in SPERO, our online data management system.
* Manage and approve employee timecards.
* Track the Donation Center budget and manage purchasing anything needed by the facility such as new equipment or supplies.
* Conscientious about issues such as the proper handling of donations and the privacy rights of clients.

*These duties are not exclusive and with consideration of the job requirements and the employee’s skills, this job description can be added to or taken away from at the discretion of the employee’s immediate supervisor.*

**Job Skills and Requirements**:

*Raleigh Rescue Mission considers every position one of Christian ministry and every person a valued and vital part of our team. Therefore it is essential that all employees of the Mission have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

* Desire to serve the Lord in ministry and share/cultivate His Love with others
* Excellent communication and teamwork skills
* Ability to make safe and appropriate judgement calls without supervision
* Excellent organizational, administrative, planning, and time management skills
* Minimum 3 year managing a team of individuals
* Ability to lift items of at least 50lbs weight
* Valid NC driver’s license
* Before hire: Qualifying Letter/Negative COVID Test
* After hire: Emergency Info/Medical Report/Health Questionnaire/Prosolutions