
POSITION OVERVIEW

The Donation Coordinator will receive in-bound calls from donors, then screen, schedule, and logistically facilitate pick-up of donated items. Communicating with managers, drivers and donors to find the best solutions for our donors and always seeking to increase quality merchandise for the store while protecting the store from low value or unsellable donations. Interacts daily with ReStore personnel but reports to Associate Director of Donation Coordination.

ESSENTIAL FUNCTIONS¹

- Provide customer service by politely accepting or declining offers to donate.
- Accept inbound calls, emails, and voicemails from donors of materials for re-sale
- Skillfully question donors to assess donation quality
- Maintain awareness of in demand items
- Create and maintain pick up schedule
- Create and print maps and pick up instructions for drivers
- Maintain awareness of resources for pickups including vehicle availability and manpower
- Provide reporting and records pertaining to individual donor pick up
- Coordinate with ReStore manager to ensure incoming donations match personnel, vehicle, and storage capacity
- Occasionally inspect donations at site of pickup
- Participate in donation pickups as necessary and available
- Inspect recovered donations to ensure screening quality
- Discuss schedule and special instructions with drivers
- Constantly work to improve product quality

KNOWLEDGE, SKILLS & ABILITIES² -

- Ability to manage time effectively
- Ability to work without supervision
- Strong organization skills
- Ability to organize and direct the work of others
- Excellent written, oral, and telephonic communication skills
- Ability to manage occasional donor complaints or challenging work environments
- Ability to utilize small power and hand tools
- Ability to utilize material handling equipment
- Basic knowledge of Word, Excel, and Office

EDUCATION, EXPERIENCE, & CREDENTIALS

¹ This job description is not intended to be all inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.

² Including but not limited to the following. These are necessary abilities to perform the primary responsibilities listed above.

ReStore Donation Coordinator
Department: ReStore
Reports to: Associate Director of Donation Coordination
FLSA Status: Non-Exempt
Full time

2026
Job
Description

- High school graduate or equivalent, some college desirable. Experience working in an office environment or customer service call center recommended. Some experience in computers preferred.

PHYSICAL REQUIREMENT TO PERFORM THIS JOB ³

- Utilize the telephone and communicate with others, inside and out of the office environment
- Manual dexterity and visual acuity for computer keyboarding, office equipment use, and detailed reports and information
- Ability to perform job duties in exposure to limited climate control environment
- Ability to stand, sit, walk, push, pull, twist, carry, bend, reach, and lift both above and below waist level required

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

³ These are abilities the employee would need in order to perform the essential functions of the job with or without reasonable accommodations.