



Big Brothers Big Sisters of Utah

Position Title: Donation Center Attendant

Position Classification: Non-Exempt

Salary Range: \$11 per hour

Work Schedule: Monday, Tuesday, Saturday, & Sunday 10:00 AM - 6:00 PM

Supervisor: Donation Center Director

Primary Function:

This position is responsible for speaking with prospective donors for the purpose of securing the donation of used clothing and small household items. This person will project a positive and professional image while interacting with clientele in person. This position will be manning a Donation Drop Off Site that is located outside, and all work will take place outdoors.

This position is vital to the progress and success of the Big Brothers Big Sisters Donation Center. This is the starting point by which we achieve our goals and contribute to the overall mission of Big Brothers Big Sisters.

Minimum Qualifications:

- Excellent written, verbal, and interpersonal communication skills.
- Ability to work well with other staff members in a busy atmosphere.
- Ability to follow specific guidelines and strategies necessary to achieve goals.
- Ability to lift 75 lbs – when unloading a customers items
- Excellent customer service skills
- Flexible in regards to scheduling

Summary of Responsibilities:

- Utilize computer software provided as well as other necessary items to answer donor questions.
- Handle customer service issues when they arise.
- Interact with drivers as necessary in person and by phone.
- Seek out and schedule pick-ups from garage and estate sales.
- Communicate in a professional and courteous manner to customers and to donation center, agency staff and Savers store personnel.
- Greet donors and help to unload vehicles
- Organize and weigh donations received each day
- Be able to be certified on a forklift