



**Donation Center Attendant
Friends of Big Brothers Big Sisters of Utah**

Position Title: Donation Center Attendant
Position Classification: Non-Exempt
Salary Range: \$15.50 an hr
Pay rates evaluated twice per year for possible raises
Work Schedule: 32 + per week Friday - Monday
Supervisor: Donations Center Manager

JOB DESCRIPTION

Position Summary:

This position is responsible for speaking with prospective donors for the purpose of securing the donation of used clothing and small household items in Holladay, Utah. This person will project a positive and professional image while interacting with clientele via telephone or in person.

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.

Race, Equity, Diversity, & Inclusion Statement and Work:

Inclusion is a core value at FBBBSU, and we strive to lead with our values. Nationally, Friends of Big Brothers Big Sisters is the largest JEDI-focused youth development organization in the U.S. We are committed to igniting potential in the kids we serve and know that the unique contributions of a diverse team are key to achieving our mission. We welcome the unique contributions you can bring in terms of your education, opinions, culture, race, ethnicity, sex, gender identity and expression, sexual orientation, national origin, age, languages spoken, veteran status, color, religion, disability, genetic information.

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.
- 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 donations received each day

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 customer's items
- Excellent customer service skills
- Excellent telephone etiquette
- Flexible in regards to scheduling

Compensation, Perks & Benefits (Full-time 30 hours +):

- \$15.50 per hour
- Pay rates evaluated twice per year for possible raises
- Medical
- Dental
- Vision
- Flexible Spending Account
- Life Insurance
- 401K

To apply, email Lauren Holman at lauren.holman@bbbsu.org