



*Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion and excellence.*

**Position Title:** Store Associate - Donation Intake

**Department:** Thrift Store

**Position Status:** Part-Time, 15-20 Hours per week

**Reports To:** Thrift Store Manager

#### **POSITION SUMMARY:**

The primary function of the Donation Intake Associate is greeting customers and assisting donors with unloading their donations.

#### **DUTIES & RESPONSIBILITIES**

##### **Including but not limited to:**

- Provide excellent customer service by greeting and acknowledging all customers in a friendly, professional manner and provide quick, responsive assistance.
- Assist in setting up the donation tables in the morning prior to the store opening.
- Set up the outdoor sales area prior to the store opening, this includes setting up traffic cones, moving outdoor merchandise racks, and sometimes moving heavy furniture into the outdoor area.
- Price outdoor items accordingly by using the designated pricing supplies.
- Communicate and maintain relationships with customers, store staff, and volunteers.
- Familiarize themselves with the items we do and do not accept. Directs donors to alternate organizations for non-accepted items they may wish to donate elsewhere.
- Use good judgement when sorting through donated items to determine if they are appropriate for the sales floor (i.e. do not bring items inside the store that are ripped, stained, torn, broken, etc).
- Facilitate donation receipt requests.
- Communicates when items need to be disposed of or taken to storage.
- Responsible for maintaining a safe and secure work environment by conducting daily safety reviews, noting hazards, keeping storage areas clean and organized, securing doors and gates, and monitoring for potential theft or security risks
- Provide excellent customer service by greeting and acknowledging all customers in a friendly, professional manner and provide quick, responsive assistance
- Responsible for discarding the store trash and recycling.

- Assist with the lifting/moving of heavy furniture and accompany other staff members during scheduled pickups of large donation items
- Responsible for completing all other duties as assigned

*Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook.*

## **QUALIFICATIONS:**

*To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- A valid, unrestricted driver's license with a driving record acceptable by the BRHS's insurance carrier.
- Must be able to drive a large delivery truck.
- Ability to utilize dollies and other moving equipment.
- Ability to lift heavy objects up to 50 pounds when needed.
- Must be able to stand for long periods of time.
- Must be able to stand, squat, and kneel for short periods of time.
- Must share Blue Ridge Humane Society's commitment to animals.
- Highly motivated and self-directed.
- Must be comfortable working in a variety of weather conditions.
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner
- Must love animals AND people!

## **Certificates, Licenses & Registrations:**

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

*Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

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Employee Printed Name

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Employee Signature Date