

Processing Assistant

Job Description

Hours: Full-time, Hourly, Occasional nights and weekends

Synopsis: The Processing Assistant will provide leadership to the processing and management of donations across all areas of operations. This position reports to the Processing Manager, supervises volunteers, and collaborates with other staff.

Mission: The mission of Crowded Closet is to share God's love and compassion by supporting Mennonite Central Committee (MCC) and local relief agencies through the sale of donated and fair-trade items.

Qualifications:

- Demonstrates a willingness to support the mission of Crowded Closet and the work of MCC
- Commitment to the customer, donor, and volunteer experience by supporting the values of Crowded Closet with each interaction
- Ability or aptitude to learn a touch screen operating system
- Self-motivated to prioritize tasks, work independently and take appropriate initiative
- Ability to have a friendly, positive, and cooperative attitude when working with a diverse group of donors, customers, volunteers, staff, and management
- Ability to remain flexible and positive in a fast-paced, changing environment where priorities shift based on season and workload
- Ability to work for long periods while standing, bending, and/or carrying
- Ability to lift and carry 30-50 pounds
- Ability to follow oral and written instructions
- Ability to communicate effectively with donors, customers, volunteers, staff, and management
- Retail experience preferred, not required
- No serious allergies to dust or cleaning supplies

Duties:

- Model best processing practices and donor service skills
- Provide engaging availability to volunteers across processing
- Evaluate, categorize, price, and stock inventory using provided guidelines in an efficient manner
- Maintain the standards of quality and oversee sorting and pricing in coordination with the Processing Manager
- Participate in recycling of un-salable donations
- Participate in the training of the processing volunteer roles
- Perform, support, and educate any processing protocols and changes
- Communicate with the Processing Manager and the Volunteer Coordinator to evaluate volunteer participation
- Maintain a clean, well-organized environment for volunteers and donors by performing cleaning duties as needed
- Maintain a safe environment for volunteers and donors
- Assist customers in loading purchased furniture items and receiving furniture donations
- Accompany donation pick-ups and recycling drop-offs when necessary
- Report operating system and equipment issues to Processing Manager
- Assist Processing Manager with other duties as assigned across all areas of operations

Supervision Exercised: Volunteers, Donors, Customers