



A faith-based volunteer-driven organization impacting lives through its nonprofit thrift shop

**845 Station Street/PO Box 42
Herndon, VA 20172-0042**

**703.437.7652
theclosetinc@verizon.net**

Donation Intake Associate Job Description

Position Summary

Provides customer service to The Closet's donors and customers inside and outside of the store, greets donors, receives donations, and supplies donors with receipts. Prepares donations for the production processing area and works as a transitional team member expediting merchandise in a fast-paced environment.

Classification

Full-time, approximately 38-40 hours per week, or part-time, approximately 20-25 hours per week

Compensation

\$ 9.00 per hour

Reports to

Operations Directors and the Store Manager

Duties

1. Provides customer service to all internal and external donors and customers.
2. Works outside unloading donations from vehicles, offers tax receipts, and maintains accurate daily donor counts.
3. Sorts donated items into designated categories.
4. Keeps the area observed by donors neat, clean, and well-organized.
5. Cleans up intake work area at the end of each shift.
6. Follows good safety and security practices including reporting safety hazards and injuries to the Store Manager or supervisors.
7. Assists with loading the store truck.
8. Performs other duties as directed by the Store Manager or supervisors.

Competencies

1. Communication Proficiency
2. Collaboration Skills
3. Organizational Skills
4. Teamwork Orientation
5. Time Management

Physical Demands

Capable of lifting or moving objects up to 25 pounds and occasionally lifting and/or moving objects up to 40 pounds.

Position Type and Expected Hours of Work

The Donation Intake Associate will have scheduled hours during normal store operating hours.

Preferred Education and Experience

1. Completed high school or equivalent.
2. Any prior job experience or personal recommendations; need to provide references.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice

2-2021