



Position: Donations Lead

Reports to: Assistant Manager of Donations

Supervises: Donation associates and serve staff

Classification: Fulltime/Hourly

Objective

To support and lead daily donations operations while providing excellent customer service and keeping focus on The Church of Eleven22 and Hope's Closet's vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

Key Responsibilities

- Minister of the gospel
- Drive sales by executing daily operations of inventory and providing excellent customer service to our donors and customers
- Maintain organization in donations operation— processing area, donation door, warehouse side and stockroom
- Assist in training, coordination and supervision of donations staff and serve staff in donations operations, serving and ministry opportunities
- Lead the team in the absence of the assistant manager – zoning staff, following up on daily duties, processing and replenishment
- Help create an inspiring team environment through setting and celebrating team goals, promoting open communication and demonstrating proactive work culture
- Discover training opportunities and collaborate with donations managers to provide coaching for team members
- Must be able to lift a minimum of 50 pounds

Competencies

- Model The Church of Eleven22 mission, vision and core values
- Demonstrate ability to make disciples who make disciples
- Strong, proactive communication (verbal and written) and interpersonal skills
- Possess strong organizational, planning and problem-solving skills
- Staying focused on daily and weekly tasks
- Team communication
- Ability to work in a fast pace work environment
- Ability to be forklift certified (in-house certification available)

Education & Experience

- Completion of a high school diploma required
- 2-3 years of relevant work experience, including retail or warehouse experience



- 2-3 years management experience preferred

Position Type/Expected Hours of Work

This is a full-time position. Days may vary by week due to needs of the store and events. Weekend and holiday hours are a must.

Work Environment

This job operates in a professional retail environment which includes both sales floor and warehouse/stockrooms. This position works mostly in the donation department which uses equipment like hand carts, dollies, ladders, rolling carts and rolling racks.

Physical Demands

Must be able to:

- Stand or walk on concrete flooring for prolonged time periods
- Bend, lift, grasp, reach, push and pull materials
- Walk on uneven surfaces, ladders and stairs
- Ability to lift up to 50 pounds

EEO Statement

The Church of Eleven22 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, age, sex, national origin, disability status, genetics, protected veteran status or any other characteristic protected by federal, state or local laws. The Church of Eleven22 reserves the right to discriminate on the basis of religion to the full extent permitted by law.