



Donation Receiving Manager

Primary Responsibilities:

The Donation Receiving Manager oversees all operations necessary to process gift-in-kind donations from point of intake up to and including distribution of goods and inventory at our Park City and Heber locations. In order to provide leadership and administrative oversight, the Donation Receiving Manager personally executes the following responsibilities:

- Direct activity of department staff and volunteers to ensure all tasks are completed in an orderly manner.
- Regularly lead the Donation team on their level, including routinely stepping in to fill lead roles.
- Maintain an in-depth understanding of all CCPC donor services, client services, and programs.
- Make fair, timely, and effective decisions regarding distribution of non-standard inventory and goods.
- Instruct department staff to ensure the continued integrity of systems and policies, which at times can include discipline, training, evaluation, compliance, etc.
- Allocate labor to maintain workflow and prevent conflicts. This includes creating staff schedules that predict incoming challenges.
- Record and compile department data, process and interpret data on an intermediate level, and clearly report information to executive management.
- Manage storage space on and off site, including logistics for transportation and seasonal transitions.
- Guide regular department meetings as well as attend regular management meetings and all-staff meetings and functions.
- Coordinate daily with store managers at both Park City and Heber campuses to most effectively contribute to their programmatic and financial goals.
- Create daily task schedule for drivers, including regular deliveries as well as scheduling pickup logistics.
- Ensure a timely response to all pick up inquiries.
- Pursue and maintain sustainability goals and practices, ensuring all staff in department follow these and inspiring the rest of CCPC staff to pursue them as well.

In addition, effective leadership in this department requires the Donation Receiving Manager to show excellence in fulfilling any task performed within the department. The donation receiving manager should establish and continually sharpen personal ability to succeed in the following responsibilities:

- Providing exemplary customer service and a positive experience for donors.
- Processing donations in both front of house and back of house.
- Finish donation processing on the back end of the department, including making complex decisions sorting potential inventory, designating a retail destination, and delivering inventory.
- Assume the role of front or back lead on a daily basis and executing the tasks associated with that role.
- Making decisions concerning goods and inventory that maintain the integrity of Donation Receiving department while protecting stores and other recipients. This includes active recognition and responsible resolution of conflicts of interest.
- Assist with other CCPC programs and services which include but are not limited to Food Pantry, Grocery Rescue, Native American outreach etc, and being willing to assist in any area of CCPC's activities as needed.

Qualifications:

- At least 2 years' experience in receiving management or a bachelor's degree in management or related field.
- Ability to communicate effectively with donors, department staff, CCPC employees, volunteers, and executive management concerning routine information, performance and strategy, and complex situations, while maintaining professionalism and
- Ability to evaluate potential outcomes and make adaptive decisions that don't compromise total

success or create consequences for outside parties.

- Flexibility to establish and reevaluate priorities in a continually evolving workplace.
- Proven strength directing others in a formal leadership role and relevant professional experience.
- Success working independently and collaboratively within a team and doing so with a positive attitude appropriate for an organization like CCPC.
- Good driving record and ability to drive box trucks and trailers and must be able to lift 75 pounds and walk or carry loads regularly.
- Very strong organizational skills.

Expectations:

- Honor the values of the Christian Center and reflect that commitment to your team, volunteers, clients, and the general public.
- Maintain professionalism and courtesy with visitors, coworkers, and other departments.
- Reliably follow through on responsibilities pursuant to your work and the work of those you lead.
- Willingness to contribute your expertise, ability, and intellect to the success of the donation team.
- Genuine effort to contribute to the success of other CCPC departments while acting in your own sphere of responsibility.
- Maintain confidentiality in all matters and discern appropriate exercise of discretion.

Start Date

April 1st, 2019

Compensation

\$18 - \$22 per hour

Position Status

Full-time, hourly, non-exempt

This is a full-time position working 40 hours per week and qualifies for benefits associated with full-time employment. CCPC does not guarantee a set schedule in this position. The position is expected to generally follow a routine schedule in order to provide structure for the department but may be required to adapt that schedule to fill in for department needs. This position reports directly to the Director of Operations.