



DORCAS MINISTRIES
CHRISTIAN COMMUNITY IN ACTION, INC.

DROP-OFF AMBASSADOR
POSITION DESCRIPTION

Position Summary:

This position is responsible for promoting Dorcas Ministries through outstanding customer service, accepting donations for the Dorcas Shop and Outreach Programs, general housekeeping internal and external for the facility, and assistance with the movement of donated items from receipt to final disposition. This position is under the direct supervision of the Lead Drop off Ambassador(s)

Essential Functions:

- Prepare the facility daily for operations. This includes distributing donations from the previous evening, and ensuring the building is ready for the arrival of volunteers and other staff. **(See Security and Breakroom Opening Procedures from Tasks List).**
- Perform daily housekeeping duties to maintain a clean and safe sales floor and back of the house operations areas.
- Maintain acceptable housekeeping standards for the exterior of the property. **(See Exterior Daily Maintenance tasks from Tasks List).**
- Receive donations from donors and tactfully direct unacceptable materials to other organizations. Assist donors with unloading incoming materials. **(See other tasks related to Dock and Canopy Procedures.)**
- Provide tax receipts for donations. Allow donors the option to accept or decline a tax receipt.
- Separate usable and recyclable items from “trash” upon receipt.
- Operate baler and lift for recycling textiles.
- Maintain all storage racking and bins in a neat organizing manner.
- Keep all exit and pathways clear on all donations, carts, trash containers, bins, and rolling racks.
- Report any facility needs to lead ambassadors.
- Transfer items from donation area to appropriate work areas. **(See other tasks related to back of house donations and processing stations.)**
- Transport items to be discarded to the trash dumpster and cardboard to cardboard dumpster.
- Open and close the drop off room according to Daily **Facility Closing Procedures.**
- Retrieve furniture or bulky items that have been sold from the sales floor to the customer pick up area for loading.
- Retrieve golf cart at the beginning of each day and return the golf cart to its storage area at the end of the day. Connect the golf cart to the charger (electrical outlet) each day.
- Check cart batteries each month for proper water levels. Remove debris from top of batteries. Check cart tires each month for air.
- Assist with the loading of recyclable textiles and books to vendor.
- Assist Outreach Programs operations as needed.



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- **Other Duties:** Please refer to Drop-Off Ambassador Tasks List for other duties and details.

Supervisory Responsibility:

There are no positions reporting to this position.

Education and/or Experience:

Minimum of a high school diploma or GED.

Skills Required:

- Ability to communicate effectively, orally and written.
- Must have a valid North Carolina driver's license.
- Physical capability to perform the necessary job functions.

Physical Demands:

- Ability to lift and move objects weighing up to 50 pounds.
- Ability to operate the golf cart and moving equipment.
- Ability to meet physical demands due to weather inclusive of shoveling snow to allow safe access to the facility.
- Ability to handle multiple requests from staff and volunteers.
- Must be in good physical condition.

Work Environment/Environmental Condition:

- Must be able to work outdoors in inclement weather.