



## Drop Off Ambassador

We are looking for a new Drop Off Ambassador to work up to 30 hours a week between the hours of 8am and 5pm on Monday through Saturday. Primary days will be Monday, Friday and Saturday with flexibility to pick up shifts on other days. May pay up to \$12/hr depending on experience.

### **Job Description**

Our Drop Off Ambassadors help promote Dorcas Ministries through outstanding customer service, accepting donations for the Dorcas Thrift Shop and Client Services, as well as general housekeeping for the facility and assistance with the movement of donated inventory. This position is under the direct supervision of the Operations Supervisors and is a critical part of a team of ambassadors who work together in a coordinated fashion.

### ***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.
- 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.
- Work as a team to receive a large volume of donations, continuously throughout the shift. Assist donors with unloading incoming donations.
- Displays good judgement in separating usable and recyclable items from “trash” upon receipt.
- Operate material handling equipment to move, sort and store product.
- 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 Operations Supervisors; try to fix broken equipment and solve problems.
- Transfer, move and store large volumes of donated inventory to appropriate work areas.
- Transport items to be discarded to the trash dumpster and cardboard to cardboard dumpster.
- Retrieve furniture or bulky items that have been sold from the sales floor to the customer pick up area for loading.
- Perform other duties as assigned.

### ***Requirements:***

- Physically demanding job with ability to lift up to 50 lbs repeatedly through the shift.
- Ability to work on feet and be mobile for entire shift.
- Ability to work inside or outside in adverse weather conditions.
- Valid NC Driver’s License
- Demonstrates a positive and helpful attitude with willingness to help in any way.
- Strong ability to work with volunteers and limited staff of diverse age and backgrounds.
- Ability to deliver a cordial customer service experience.
- Flexible and adaptable; calm under pressure.
- Ability to work in conditions requiring mask wearing and social distancing during temporary states of health emergencies.
- Ability to use and learn to use technology including computers and computer applications.

### ***Preferences:***

- Flexible schedule to allow for picking up extra shifts on short notice.
- Experience or hobby in a trade like carpentry, electrical, plumbing, mechanical, or general maintenance
- Ability to speak and read Spanish.