



JOB DESCRIPTION

Job Title	Operations Associate (part-time)
Reports to	Operations Manager

Job Purpose

Responsible for furniture donations pick-ups, drop-offs and inventory organization. Works with the Operations Manager as needed for deliveries.

Duties and Responsibilities

- Accompanies Houses into Homes staff or volunteers on trips to pick-up large pieces of furniture in accordance with the weekly schedule; completes small pick-ups without assistance. May be responsible for driving the truck.
- Greets donors with a friendly tone and responds to questions when picking up their donations.
- Receives financial donations related to pick-ups which includes accepting cash and checks from donors, accurately recording the amount and the donor's name, and ensuring the donations are submitted to the Operations Manager.
- Unloads trucks after pick-ups into the warehouse and stores the furniture items in the warehouse in the designated locations.
- Assists with correctly packing furniture pieces in the truck for delivery and may assist with the delivery to the recipient's home according to schedule.
- Collaborates with the Intake Coordinator to ensure the trucks are stocked with needed tools, forms and other supplies needed during pick-ups and deliveries.
- Fosters a strong sense of team with all HiH employees and volunteers to ensure a high-trust, positive, collaborative, and engaging culture of commitment.
- Other duties as assigned.

Qualifications

- A high school diploma with at least one year of work experience.
- Strong written, verbal and interpersonal communication skills.
- Ability to work as a member in a team-oriented environment.
- Valid driver's license preferred with a good driving record and ability to drive a box truck (CDL not required; permitted by insurance).
- Ability to lift 75 pounds with a lifting partner

Direct Reports

- None