

**JOB DESCRIPTION - Thrift Store Warehouse Coordinator**

**QUALIFICATIONS**

1. High school diplomas or GED preferred.
2. Retail, moving and/or customer service experience preferred.
3. Able and willing to work effectively with diverse people and/or populations.
4. Ability to work as a team member and serve as a mature representative for the South Coast Hospice (SCH) organization.
5. Able to receive direction and independently follow tasks through with minimum supervision.
6. Demonstrate excellent critical thinking skills.
7. Must be able to meet the physical demands of the job, such as moving and arranging merchandise.
8. Strong communication skills, both verbal and written, with fellow workers and customers.
9. Detail oriented, able to multi-task and remain flexible with assignments.
10. Must have strong organizational and interpersonal skills.
11. Demonstrate strong work ethic founded upon integrity, organizational skills, and goal-oriented behavior.
12. Able to enforce South Coast Hospice and PCS policies regarding staff and volunteers on the premises of the Thrift Store/Donation Drop-Off Center.
13. Must possess the ability to work with and supervise effectively, community, and vocational training program work forces, according to their set policies and guidelines (i.e. Shutter's Creek, SCBEC & related Jobs Plus Program, Experienced Works, County Community Service, School to Work programs).
14. Upholds attendance and performance standards.
15. Must demonstrate understanding of, and current commitment to, the volunteer component of SCH and the Hospice philosophy of service. Accepts and appreciates limitations of volunteer ability by remaining flexible as to the scheduling of volunteer/assistant work hours.
16. Able to adhere to the practice of confidentiality regarding patients, families, staff, and the organization.
17. Able to act in a kind, decent and respectful manner at all times.
18. Available to work a flexible 8-hour work schedule to include some Saturdays. The shift coverage hours are between 8:30 am until 7:30 pm, with the understanding that the schedule can vary every week.
19. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.

**PHYSICAL REQUIREMENTS**

1. Ability to work in a warehouse/merchandising setting, lifting a maximum of 25 lbs., able to lift 50 lbs. utilizing proper lifting techniques and the appropriate tools and equipment provided, asking for assistance with items that are awkward or too heavy to be moved by one person.
2. Ability to execute frequent reaching, bending, handling and lifting of merchandise.
3. Ability to be on feet the majority of the workday except for breaks and lunch.

**WORK ENVIRONMENT/HOURS**

- Typical warehouse/retail setting.
- Extended workdays are an occasional occurrence as needed to support the organization's needs.
- This is a full time 35+ hours per week, dependent upon the needs of the organization.

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**SKILLS REQUIRED**

1. Excellent verbal, written and listening communication skills
2. Strong organizational and interpersonal skills
3. Operation of cash register
4. Merchandising
5. Cleaning, sorting, repairing merchandise

**SUPERVISION RECEIVED**

Works under the supervision of the Thrift Store Manager or whomever he/she may designate.

**PURPOSE**

The Thrift Store Warehouse Coordinator is responsible for supervision and safety of staff and/or volunteers as they pick up, receive, clean, repair and process donations in the warehouse area, as well as for the flow of merchandise from the warehouse to the sales floor.

**SUPERVISION EXERCISED**

Supervises staff, volunteers and Shutter's Creek crew working in the warehouse.

**DUTIES AND RESPONSIBILITIES**

1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
2. Communicate and work cohesively with staff, volunteers and the public to foster a warm, courteous, friendly and professional atmosphere.
3. Responsible for warehouse safety compliance in accordance with company policy.
4. Organize, supervise and assist with the receiving, sorting and repairing of donations as they come into the warehouse so that product flow to all areas of the Thrift Store is maintained.
5. Assists Shutter's Creek inmates to complete their assigned tasks, according to the required State policies and guidelines of the Summit Program, also assists SCH volunteers and employees to complete their assigned tasks in the most efficient manner.
6. Train, monitor and mentor staff in safe work practices, including new employee inductions.
7. Responsible to see that daily truck maintenance checks are made and that any maintenance or repairs needed are communicated to the Operations/Coordinator/Store Manager.
8. Identify, inventory, and record any identified hazardous material, select a method of disposal and maintain disposal records.
9. Remains cognizant of physical condition and/or any safety issues regarding warehouse and equipment, either making or supervising physical modifications to address any such issues.
10. Responsible to communicate supply needs to Operations Coordinator.
11. Cross-train for the duties and responsibilities in other departments so that he/she can fill in as needed.

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**Duties & Responsibilities (continued)**

- 12. Offer stellar professional and friendly customer service at all times.
- 13. Accept other assignments and duties as needed within the scope of the Thrift Store job responsibilities and duties.
- 14. Participate in staff training and educational programs as appropriate.
- 15. Individually responsible to conduct him/herself in a safe manner during the performance of all job related duties. Also responsible to bring unsafe conditions to the attention of the Operations Coordinator who is responsible for safety issues within the framework of the store.
- 16. Adhere to all SCH Personnel Policies including, but not limited to:
  - Please initial* \_\_\_\_ SCH Standards of Conduct as described in the agency’s CompliancePlan.
  - Please initial* \_\_\_\_ SCH Privacy Practices in accordance with HIPAA regulations.
  - Please initial* \_\_\_\_ SCH Sexual Abuse and Molestation Policy.
  - Please initial* \_\_\_\_ Demonstrates a kind, decent and respectful behavior.
  - Please initial* \_\_\_\_ Honor, respect, protect and promote patients’ rights and individualized care.

**This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date

**Pay rate will be commensurate to position. \$14.00 per hour**