

POSITION: Donations Coordinator, Trainee

REPORTS TO: Manager, ReStore Logistics & Donor Services

STATUS: Fixed-Term Contract to March 2019

LOCATION: Toronto Office (155 Bermondsey Road)

HOURS: 35 hours per week, Monday-Friday, with evenings and weekends, as required

Are you passionate about helping people? Do you enjoy eBay, Kijiji, and or appraising items? Are you Customer Service Centric and comfortable answering telephone inquiries? Yes? Then our ReStore Procurement department is the place for you!

About the Organization

Habitat for Humanity Greater Toronto Area (GTA) is a non-profit housing organization that mobilizes volunteers and community partners to work with families to help them build a brighter future and break the cycle of poverty through affordable homeownership. Habitat GTA also operates a retail enterprise called ReStore, which sells new and gently-used home furnishing and renovation materials at great prices. ReStore proceeds support our mission to help working, low-income families build a brighter future through affordable home ownership. ReStore operates 10+ locations across the GTA.

Overview

Reporting to Manager, ReStore Logistics and Donor Services, the Donations Coordinator, Trainee will offer administrative support to our Logistics and Donor Services team.

Duties and Responsibilities

- Customer service focus, understanding the needs of donors, drivers and stores
- Respond to all donation inquiries in a timely manner and determines suitability of donated materials for sale at the ReStore.
- Work with deconstruction Coordinator to organize potential donations that require appraisal and/or deconstruction extraction
- Schedule and dispatch fleet vehicles according to donor and store needs
- Plan routes and communicate to crew members, all details and requirements
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to donation specifications.
- Ensure that scheduled routes are appropriately covered
- Record and maintain files and records of donor contact, information, booking, cancellation, store inventory needs, and other dispatch information
- Ensure the ReStore fleet is operating at high level of productivity
- Analyze and report performance, productivity, and inventory data
- Administer Procurement database systems, particularly SalesForce CRM and Raiser's Edge
- Oversee data entry of gift-in-kind donor information and tax receipt values
- Perform office administrative duties as required by the Manager, ReStore Logistics and Donor Services
- Volunteer management, recruitment, engagement and retention
- Complaint resolution
- Uphold all Habitat for Humanity GTA policies and procedures
- Act as an ambassador for Habitat for Humanity GTA

- Accomplish departmental and organizational goals by accepting ownership for new and different requests, processes, and opportunities to enhance and add value to Habitat GTA
- Participating in Habitat for Humanity efforts and events
- Willingness to work flexible hours as required.

Qualifications

- Experience with data entry is an asset
- Excellent telephone manner, with proven communication skills and strong customer service skills
- Computer proficiency with Microsoft Office software including Excel, Word and Outlook, Raiser's Edge and Salesforce knowledge considered an asset
- Knowledge of local geography and ability to prioritize drivers' schedules based on geographic area. Ability to read maps
- Proactive individual with excellent verbal and written communication skills, with solid conflict-resolution ability
- Able to work under pressure and in fast paced environment
- Fluency in English essential
- Excellent organizational and time management skills and the ability to prioritize, and work in a time sensitive and fast-paced environment
- Confident, proactive individual who can work well individually or as part of a team

How to Apply

If you are passionate about social change and committed to making a difference in your community, we'd love to hear from you!

To apply, please submit your cover letter and resume along with three references to hr@habitatgta.ca.

****Applications will be considered on a rolling basis until a suitable candidate is identified and offered the trainee position.**

Applicants must be legally eligible to work in Canada.

Habitat for Humanity GTA is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Habitat for Humanity GTA is committed to ensuring a barrier-free, accessible and inclusive work environment. We welcome and encourage applications from people with disabilities. Upon individual request, we will endeavour to remove any barrier to the hiring process to accommodate candidates with disabilities. Please inform us should accommodation be required at any point during the recruitment and selection process. Internal candidates with the required skill-set are encouraged to apply.

The position is subject to Government funding. Candidate must be registered with Miziwe Biik Aboriginal Employment and Training.

We thank all applicants for their interest in Habitat for Humanity however only those selected for an interview will be contacted.

Funding for this position is generously provided by:



Miziwe Biik

