



Habitat for Humanity of Greater Memphis

Position: ReStore Donation Coordinator
Full Time, Memphis, TN

Starting Hourly Wage: \$14 per hour

The Restore Donation Coordinator is responsible for cultivating ReStore donor relationships by coordinating the donation pick-up process, consisting of furniture, home goods, building supplies and other materials, and providing exceptional customer service.

Roles & Responsibilities

- Ensure quality customer and donor relations experience while answering phone calls, e-mails, and online scheduling inquiries
- Contact donors to schedule, confirm and follow up on donation pick-up requests
- Communicate with truck drivers on daily donation schedule, follow-up questions and special donor requests
- Update truck and leadership calendars with major donation pick-up appointments
- Maintain donation request records, completed bookings, and quality of service in database
- Screen donor pick-up requests for product usability and quality control of inventory
- Other duties as deemed necessary in the day-to-day operations of the ReStore

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday based on the needs of the business. Evening and weekend work may be required as job duties demand.

Qualifications/Work Experience

- High School Diploma or equivalent
- 3-5 years of experience in call center, administrative or receptionist environment

How to Apply

Applicants should send a resume and cover letter outlining how they meet the specific requirements of the position to habitathr@memphishabitat.com. Make sure to include the position title in the subject line of the email. No phone calls, *please*.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted. Please note the selected candidate will be required to meet employment verification requirements, pass pre-employment screenings, background checks, and sex offender registry checks.

About Habitat for Humanity of Greater Memphis

Habitat for Humanity's vision is a world where everyone has a decent place to live, and since 1983, Habitat for Humanity of Greater Memphis has been working to realize that vision in Shelby County. Memphis Habitat partners with people in our community to help them build or improve places they can call home through new home construction, rehabilitation work and Aging in Place home modifications for seniors. Our employees enjoy a relaxed work environment and a real opportunity to make a difference in our community.



Habitat for Humanity is pledged to the letter and spirit of the U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. Habitat for Humanity is an equal opportunity employer.