

## JOB DESCRIPTION

<b>Position Title:</b> Donation Center Office Assistant	<b>Job Status:</b> Full or Part Time
<b>Department:</b> Donation Center	<b>Location:</b> Albuquerque <b>Wage:</b> \$12.00 per hour
<b>Reports To:</b> Donation Center Manager	<b>Number of People Supervised:</b> 0

### POSITION PURPOSE

The position will require excellent customer service skills and you will need to be able communicate quickly and accurately with both the public and staff. You will also need to be able to use a computer to schedule donation pick-ups as well as a number of other office related tasks. Previous office/customer service experience is required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Administrative/Customer Service/Agency Support:

- Be able to provide friendly accurate customer service.
- Be able to communicate clearly and precisely with both the public and staff on the phone and in person.
- Accurately schedule donation pickups and truck routes
- Data entry
- Update and respond to Voicemail and Email
- Ensure the office is supplied appropriately and that all materials are available
- Organize mailings, and daily maintenance of packets and other marketing materials

ADS Assistant:

- Required to help all drop off donors with unloading their vehicles, weighing, stacking and storing product in the ADS
- Assist driver with loading and unloading truck into designated areas
- Some lifting and moving of heavy furniture

Other duties as assigned.

### EDUCATION & RELATED WORK EXPERIENCE

High School Graduate or GED is required.

**Years of Related Work Experience :** (minimum & preferred related work experience necessary to perform this job successfully)

Must have valid NM driver's license, clear MVD record, proof of insurance. Office/Customer service experience required. Must be able to use Microsoft Office.

SKILLS AND KNOWLEDGE		
	Required	Preferred
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Access and Excel as well as the ability to type.	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone;	X	
Ability to relate well in cross-cultural environments;	X	
Ability to input computer data.	X	
Ability to effectively collaborate with co-workers, customers and volunteers.	X	
Ability to use time effectively.	X	
Ability to focus on details and safety.	X	
Bilingual, English and Spanish		X
WORK ENVIRONMENT/PHYSICAL REQUIREMENTS		
Office/desk work, while answering phones and data input/report management.		
Must be willing and able to use personal vehicle for service area travel on agency business, with a valid NM driver's license, proof of insurance and reliable transportation.		
Must pass a pre-employment drug screen and physical. A drug test will be required after an accident. May be drug tested at any time with or without warning.		

**Equal Employment Opportunity**

BBBS of CNM provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

**Americans with Disabilities Act**

**Equipment Used:**

PC and standard office equipment, including utility dolly

**Physical Requirements:**

Position is primarily an office setting, requiring long periods of sitting at a desk and computer. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. Frequent visits to donor sites or securing agency supplies may require driving in inclement weather or in the evening after sunset. The ability to navigate within the city limits helpful.

**Job Responsibilities**

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
<b>Creation Date:</b> 5/27/2016	<b>Revision Date:</b> 09.30.2019
<b>Employee:</b> I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
<b>Supervisor:</b> I have approved this job description and reviewed with my employee.	
Signature:	Date:
<b>Chief Executive Officer</b>	
Signature:	Date: