

**TITLE: Resource Coordinator**

**STATUS: Non-Exempt / Full-time**

**REPORTS TO: ReStore Manager**

**Primary Role**: The Resource Coordinator will be responsible for coordinating all resources at the ReStore including, but not limited to; scheduling ReStore pickups, coordinating with third party deliveries, greet new volunteers and introduce to warehouse staff, ensure office supplies are maintained at proper levels.

**Responsibilities:**

**Operational:**

* Maintain the ReStore Pickup inbox and phone request by coordinating and scheduling all pickups performed by the ReStore Donation Ambassador.
* Maintain the ReStore Pickup Schedule by scheduling pickups logistically and ensuring the drivers time is best utilized with limited cross-county trips.
* Maintaining proper and timely communication with all donors by responding to all requests as quickly as possible and no longer than 24 hours of time of receipt.
* Coordinate/schedule pickups from donors and confirm scheduled pickup date 2 days prior to scheduled date.
* Collaborate with ReStore staff to provide support and handle logistics for ReStore staffing needs.
* Assist the Office Manager in collecting any volunteer waiver forms that have not been received electronically.
* Ensure, along with all other ReStore staff, implementation of volunteer policies and procedures.
* Assist with administrative duties as needed.
* Maintain an effective working relationship with ReStore staff, volunteers, Habitat homeowners, Corporate and residential donors, and ReStore customers.
* Other duties as assigned by ReStore Manager or Assistant Manager.

**Volunteer Management:**

* Guide and assist volunteers in their work, understanding that each is an individual with different capabilities.
* Along with all ReStore staff, train new volunteers to deliver high quality, consistent customer service experience in the ReStore and on pick-ups. Ensure issues are professionally resolved and reported in a timely basis.
* Provide direction for ReStore volunteers, including Institution Community Work Crew and community service volunteers.

**Skills and Personal Characteristics:**

* Dedication to and ability to articulate the mission and core values of Habitat for Humanity of Carroll County.
* Ability to plan, schedule, prioritize, coordinate, delegate and manage multiple work activities.
* Attention to detail and overall quality control.
* Strong interpersonal skills, dealing well with a variety of people, personalities, and backgrounds.
* Excellent written and verbal communication and public relations skills.
* Initiative and independent action demonstrated in handling tasks assigned.
* Demonstrated knowledge of operations, policies, and procedures.
* Self-sufficient and cooperative nature.

**Education and Experience:**

* High school diploma or GED.
* Working knowledge in Microsoft Office, including Word, Excel, and email.
* Administrative experience preferred.
* Nonprofit experience a plus.

**Reports to:** ReStore Manager

**Employment Status:** Full time, hourly position. Workdays may include Saturdays.

**Salary**: Competitive pay with benefits. Compensation is dependent on experience.