

YMCA AT VIRGINIA TECH

Donation Dock Supervisor



JOB DESCRIPTION

TITLE:	Donation Dock Supervisor
REPORTS TO:	Director and/or Thrift Shop Manager
SUPERVISES:	Store Personnel, with particular focus on Donation Dock staff
CLASSIFICATION:	Full-time, permanent, hourly (40 hours per week)
Rate of Pay:	\$14.00 per hour
HOURS:	Must be available to work Thrift Shop hours, M – F 10 a.m. to 6 p.m., Sat. 9 a.m. – 6 p.m. and Sun. 12 to 5 p.m.

SUMMARY OF POSITION:

The Donation Dock Supervisor will assist Thrift Shop leadership by ensuring the proper operation of the donation dock while achieving the Y's community-oriented customer service goals. The person in this role is expected to lead by example, rolling up their sleeves to get things done and setting a positive tone and culture for workplace dynamics in / among personnel. The position is responsible for organizing the workflow of the donation dock, developing and maintaining a high-performing team to accurately and efficiently process donations. On occasion, the Donation Dock Supervisor is responsible for opening and/or closing the store and ensuring that proper store procedures and policies are followed when store management is not on duty or otherwise unavailable.

RESPONSIBILITIES:

- I. **Donation dock supervision**
 - a. Supervise the dock / donation personnel consisting of hourly staff, volunteers, and court-ordered community service
 - b. Plan and prepare work schedules / shifts for the donation dock
 - i. Approve and monitor meal breaks & rest breaks, complying with policy
 - ii. Coordinate leave requests such as holiday, sick, and vacation time
 - c. Assure that the processing room is organized, clean and productive
 - d. Maintain quantity of supplies (i.e. tax receipts, textile bags, etc.)
 - e. Monitor the following containers and notify Director if action is needed:
 - i. Electronics recycling trailer
 - ii. Textile trailer
 - iii. Metal recycling container
 - iv. Trash and recycling containers
 - f. Monitor the quality and quantity of donated items
 - i. Maximize number of high-quality items received
 - ii. **Tactfully reject items** that are unacceptable (i.e. items that are torn, ripped, damaged, etc.)
 - iii. Reduce trash and garbage expenses
 - g. Maintain schedule of donation pick-ups and product deliveries, ensuring adequate coverage to execute daily runs
 - h. Provide input to management regarding employee performance as needed
- II. **Safety and security**
 - a. Maintain the standards of sanitation procedures as mandated by the Department of Health
 - i. Follow identified guidelines regarding treatment of materials
 - ii. Stock adequate Sterifab, sanitation tags, price tickets, and sprayers
 - iii. Maintain records of sanitation log
 - b. Maintain all safety regulations, ensuring 100% compliance at all times

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- i. OSHA
 - ii. Virginia Department of Health regulations
 - iii. Fire Department requirements, etc.
- III. **Merchandising**
 - a. Arrange merchandise so as to maximize selling space of the sales floor while keeping departments organized and attractively arranged
 - b. Ensure that all components of merchandise remain together (i.e. dining room table with leafs, base/stand, glass top -OR- chest of drawers with mirror and hutch, etc.)
 - c. Assist in the pricing of donated items with the intent of maximizing the monetary value at the point of sale
 - i. Furniture
 - ii. Major appliances
 - iii. Housewares, etc.
 - d. Review slow/low performing merchandise and take appropriate action
 - e. Secure sold items within designated area (none remain on the floor)
- IV. **Sustainability activities** – assist Director with processing of sustainability efforts which include, but are not exclusive to electronics, battery, light bulbs
- V. **Facilities**
 - a. Assist management with maintaining the Y Center facility.
 - i. Minor repair and maintenance needs
 - ii. Snow / ice removal
 - iii. Cleaning parking lot and grounds
 - iv. Coordinate twice-a-week
 - 1. Removal of trash and recycling throughout building
 - 2. Inspections of restrooms throughout building
 - b. Set up and take down of events, cleaning if and when it is necessary
 - c. Storage
 - i. Inventory management plan is established and executed
 - ii. Storage space is maximized
 - iii. Appropriate turnover of goods is maintained
- VI. **Shift supervision** (on occasion, in the absence of the leadership)
 - a. Follow store opening and/or closing procedures
 - b. Ensure that all cash handling procedures (per policy) are being followed.
 - c. Support store (cashier, merchandise and dock) staff as needed.
 - d. Resolve customer complaints and inquiries appropriately, ensuring professional, timely follow up.
 - e. Ensure the compliance of employees with established policies and procedures to include behavior, dress code, cash handling and attendance.
 - f. Attend management meetings and store meetings as required.

EXPERIENCE & QUALIFICATIONS:

- Dedicated to upholding the values and goals of the YMCA at Virginia Tech
- Reliable and dependable, inspiring trust and taking responsibility for actions
- Self-starter who will take initiative
- Experience leading others, both formally (as a function of your paid position) and/or informally (leading by example and encouraging others on the team)
- Demonstrated commitment to working collaboratively with co-workers (both management staff and subordinates)
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Strong interpersonal / verbal communication skills
- Ability to work independently within a fast-paced environment

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- Attention to detail, accuracy, and meeting deadlines. Good judgment and discretion.
- Highly organized
- Valid driver's license

PHYSICAL DEMANDS:

While performing the duties of this job, the Supervisor is required to sit, stand, walk, drive, talk, hear and comprehend. Additionally, the position is required to work outside of traditional hours to accomplish job requirements. Employee must be able to lift and move up to 45 pounds.

TO APPLY:

Review of applicants will begin immediately and continue until filled. Please send cover letter and resume to Ryan Martin, Executive Director, ryan.martin@vtymca.org. Feel free to call (540) 961-9622 with questions.