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## Job Description

Encore Thrift Store

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Department: Thrift Ministry  
Position Description: Driver & Warehouse Associate  
Employee Name:

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### JOB SUMMARY

Primary responsibilities include scheduling & procuring donated items through our pick up process with individual, corporate, and organizational donors. Also responsible for the production processes within our warehouse including recycling of materials, forklift operation, baling & loading/unloading of trucks. The position will also coordinate community outreach initiatives for the Encore Thrift Store. Other duties related to thrift store success will be expected as well, including duties associated with: donation intake and processing, merchandising, marketing and promotion, assisting work groups and supervision of Work Skills Training participants.

### RESPONSIBILITIES

**The Driver & Warehouse Associate provides support in the following areas:**

- Procurement
  - Collaborate with area residents, agencies and businesses re: donated items
  - Use the shared Donation Pick-up Calendar to record and communicate donation pick-up requests and arrangements
  - Perform pickups & deliveries while following all safety guidelines
  - Ensure donations which are picked up are recorded within our In-Kind procedures
  - Supervise and train volunteers associated with procurement of donations
- Production & Warehouse
  - Store, move and maintain display racks & shelving
  - Bale unusable clothing items
  - Load and unload trucks
  - Organize the warehouse and route items to appropriate places within the warehouse
  - Provide support for all recycling efforts
  - Provide necessary paperwork regarding the purchase of items required for the recycling process, e.g., bailing wire, gaylords, etc.
  - Provide necessary paperwork for the shipment of recyclable items, i.e., scale tickets, bill of lading, store transfer forms, etc.
  - Operate forklift within the warehouse and production area
  - Ensure that essential supplies, equipment and vehicles are maintained and related paperwork is submitted in a timely manner.
  - Provide support within donation intake and merchandising of items as needed
  - Provide support to all backroom processes
  - Maintain a clean, safe and friendly environment for customers, volunteers, program participants and employees
  - Communicate with the Retail Manager and Driver & Warehouse Associate at other ENCORE Thrift Stores to ensure adequate levels of sellable items and timely transportation of recyclable items



## Job Description

Encore Thrift Store

- Work in a spirit of cooperation and mutual assistance with all other staff members of Hope Ministries and its subsidiaries
- Community Outreach
  - Responsible for meeting ministry-wide needs & distribution
  - Coordinate with agencies and individuals re: distribution of items
  - Delivery of household items and furnishings to recovery graduates
- Participate in the spiritual growth and Christian instruction of those whom Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e., a classroom or chapel), or unstructured, with individual clients as the need arises.
- Other duties as assigned by the Retail Manager.

### QUALIFICATIONS

- Spiritual Qualifications: Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
- Education: High School degree required, Associate or Bachelors degree preferred
- Knowledge/Skills/Abilities: One to three years' experience in warehouse and production preferred. Good public relations skills with all constituents.
- Specific Skills: The ability to lift and/or maneuver heavy boxes, bags, furniture and other material donations required - able to lift 40-50 lbs - ability to stay organized – multi-tasking – flexible – outgoing, friendly personality – detail oriented – self-starter – effective written and verbal communication – ability to operate Microsoft Office programs including Word, Excel, and Outlook. Good driving record and the ability to drive a commercial truck is required. Knowledge of, and ability to safely operate a forklift.

**Reports to:** Retail Manager

**Salaried/Exempt** \_\_

**Hourly/Non-exempt** \_\_X\_\_

**Work Schedule:** 40 hours per week during various work start\ending times Mondays through Saturdays between the hours of 8:00 AM and 6:30 PM.

I agree with Hope Ministries' Mission Statement, Core Values and Statement of Faith.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_