



The Kitchen, Inc.

Job Title: Donation Center Associate	Department: Operations/Property Management	Supervisor: Director of Assets & Properties
Supervisory Responsibility: None	FLSA Status: Non-Exempt, Hourly	Pay Rate:

Our Mission:

We bring stability and purpose to people who are homeless while using our Core Values of Respect, Dignity, Quality, Service, and Compassion.

Summary:

The position impacts our clients that are experiencing homelessness by giving them hope. The focus of this position is to assist in our daily operations by moving furniture, appliances, and other donations in the Donation Center or at a remote location. The position will also require operating a box truck alongside cleaning, organizing, and receiving donations. This position is an indoor and outdoor position with a changing work environment on a daily basis.

Major Areas of Responsibility:

- Operate a box truck or utility van, in Springfield area, for donation pick-ups and deliveries.
- Follow current policies, procedures, and guidelines.
- Maintain organization and cleanliness of the Donation Center.
- Physically load, unload, and move furniture, appliances, and other donations
- Plan and schedule donation pickups with donors or partnering agencies.
- Work with and direct volunteers in the Donation Center

Specific Job Responsibilities:

- Interact with donors, volunteers, and clients while upholding our core values.
- Operate box truck or utility van to make scheduled pick-ups of donations.
- Physically load and unload the truck and place items in the appropriate location.
- Rotate and distribute food to ensure freshness, quality, and minimal waste.
- Receive and record all incoming donations following established procedures.
- Complete inventory of items in the Donation Center and donation/supply closets as directed.
- Notify supervisor and/or Community Development Coordinator if regularly needed items are low.
- Move clients into homes from TKI campus, storage units, or other locations in the community.
- Remove furniture, appliances, miscellaneous items from homes or businesses.
- Assist internal staff in moving items as scheduled.
- Work with and direct volunteers in the Donation Center, ensuring safety, task completion, and volunteer time tracking on the volunteer hours tracking sheet.
- Maintain Donation Center and surrounding area cleanliness and organization.
- Collaborate with other agencies to assist in meeting TKI's client needs.
- Assist maintenance with routine tasks such as painting and minor repairs.



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- Cleaning empty apartments as requested.
- Perform routine maintenance and preventative maintenance checks on company vehicles.
- Ability to be in charge and make decisions when Lead Associate is not available.
- Other duties as assigned.

Job Requirements:

Education and Experience

- High School Diploma or General Education Degree (GED)
- One to two years of experience driving a box truck, preferred.
- Six months customer service experience, preferred.

Technology Requirements

- Working knowledge of Microsoft Office (Word, Excel, Outlook Mail, and Outlook Calendars)
- Ability to navigate a computer for online time tracking, day-to-day communications, submitting reports, and appointment setting.

Other Requirements

- Class E or Class A Missouri Driver's license and be an approved driver by The Kitchen, Inc's insurance carrier.
- Must pass background check.
- Must pass pre-employment physical and drug screen.
- Section 3 applicants encouraged to apply.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Regularly required to communicate via the phone or in person.
- Regularly required to stand; walk; reach with hands and arms.
- Regularly required to climb or balance and stoop, kneel, crouch, or crawl
- Regularly use hands to finger, handle, or feel.
- Able to lift and move up to 75 pounds while navigating stoops, steps, or stair wells.
- Specific vision abilities include close and distant vision, vision required to drive a motor vehicle.
- Occasionally required to sit for long periods via vehicle or desk.

Signature

Print Name

Date



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Capabilities:

- Job Knowledge – Competent in required skills and knowledge; displays understanding of how job relates to others; uses resources effectively.
- Problem Solving – Identifies and resolves problems in a timely manner.
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance.
- Communications – Exhibits good listening and comprehension; keeps others adequately informed.
- Cooperation – Exhibits tact and consideration; offers assistance and support to co-workers.
- Oral Communication – Listens and gets clarification; responds well to questions.
- Teamwork – Exhibits objectivity and openness to others' views.
- Written Communication – Able to read and interpret written information.
- Organizational support – Follows policies and procedures.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent changes, delays, or unexpected events.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions.
- Initiative – Looks for and takes advantage of opportunities; asks for and offers help when needed.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.