**Position Title:**Furniture Pickup and Donation Associate

**Primary Function:**The Furniture Pickup and Donation Associate is responsible for scheduling, organizing, picking up, and delivering in-kind donations and furniture given by our Upstate community. In addition, this role is responsible for organizing, delivering, and maintaining inventory of furniture and household goods to clients as they transition out of shelter into stable housing. The Furniture Pickup and Donation Associate is also responsible for the maintenance and upkeep of Safe Harbor’s warehouse storage and box truck.

This position requires knowledge and practice of proper lifting techniques including the use of furniture dollies, ladders, and furniture-lift straps. This position also requires upper body strength and the ability to lift 75 pounds unassisted.

*This is a full time, hourly, non-exempt position eligible for full benefits.*

**Supervisor:**Volunteer and Development Manager

**Direct Reports:**Furniture Pickup and Donation Assistant

**Primary Job Responsibilities:**

*In-Kind Donation Requests*

* Manage inquiries and pickup requests from donors for furniture and in-kind donations
* Respond to inquiries within 24 hours/1 business day  
  to  
  arrange a pickup
* Maintain effective communication with donors, including notifying them of scheduling changes
* Pick up furniture and in-kind donations and move them to warehouse storage or Resale Shop
* Coordinate with community partners at our designated donation drop-off sites and provide frequent pickup of in-kind donations
* Work with Resale Shop staff to determine furniture needs and make weekly deliveries from warehouse storage to Resale Shop
* Coordinate with Volunteer and Development Manager and program staff to deliver needed supplies to Safe Harbor shelters/offices

*Client Support*

* Manage client move out/furniture requests through client database (EmpowerDB)
* Respond timely to requests and coordinate with staff to schedule client move outs
* Fulfill and deliver furniture and household goods to client’s apartments/houses
* Assist in setup, assembly, and arranging of furniture upon delivery
* In collaboration with the Volunteer and Development Manager, work with program staff to determine the needs of Safe Harbor clients and ensure they are being met efficiently
* Collaborate with volunteers to assist with client move outs

*Inventory and Reporting*

* Maintain proper documentation and tracking system for in-kind donations, donor call backs, and scheduled pickups
* Maintain inventory of in-kind goods for Safe Harbor programs and clients
* Complete monthly reports of client move-outs and program needs fulfilled
* Complete monthly reports of donation intakes
* Complete monthly inventory reports of warehouse furniture and supplies
* Notify Volunteer and Development Manager when any supply is running low or overstocked
* Collaborate with volunteers to inventory and organize furniture and in-kind goods at storage warehouse

*Maintenance and Upkeep*

* In collaboration with the Volunteer and Development Manager, and working with vendors as needed, ensure warehouse storage remains clean and in good repair
* In collaboration with the Volunteer and Development Manager, and working with vendors as needed, maintain proper upkeep and maintenance of box truck
* Order and manage supplies needed for upkeep and maintenance
* Provide all receipts to Volunteer and Development Manager in a timely manner

*General and Supervision*

* Supervise Furniture Pickup and Delivery Assistant
* Assist in set up and removal of items for program or organization events
* Other duties as assigned by Volunteer and Development Manager

**Primary Qualifications:**

*Education*

* High school diploma or GED equivalent required

*Work Experience*

* Experience driving and operating a box truck required
* Knowledge of proper lifting techniques including use of furniture dollies, ladders, and lift straps required
* Experience with moving companies preferred

*Core Skills*

* Excellent verbal and interpersonal communication skills
* Ability to work independently and as part of a team
* Engages in positive public interaction with donors and community partners
* Highly self-motivated with strong organizational skills
* Prioritizes tasks and manages time well in an evolving environment
* Highly flexible with the ability to problem solve and seek support when needed
* High degree of integrity and work ethic
* Ability to maintain confidentiality and discretion
* Observant and security conscious with ability to de-escalate if needed
* Willingness to uphold Safe Harbor standards for safety, service, and efficiency
* Ability to ensure that Safe Harbor facilities and equipment remain in good shape at all times
* Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams)
* Ability to drive box truck with possession of a valid SC driver’s license and clean driving record
* Occasional weekend and evening work required

**Physical Demands and Work Environment:**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. The employee is regularly required to sit, stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must lift and/or move 75 pounds or more unassisted. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.