



JOB SUMMARY:

The **Materials Associate** is responsible for providing excellent customer service and reuse education while performing a wide variety of activities related to the receipt, storage, processing and distribution of Resource Depot donated materials, providing support to the **Creative Reuse Coordinator** and **REtail Operations**.

GENERAL DUTIES & RESPONSIBILITIES:

- Process donations made by appointment, dropped off or picked up for organization. Capture and report on donor information through donation appointment/receipt process when accepting donations on-site and off-site.
- Ensure donation intake processes and procedures are completed with a high level of safety and efficiency.
- Provide excellent customer service to material donors both in person and on the phone, ensuring a positive experience.
- Assist with loading and unloading of containers and vehicles containing a variety of supplies, materials and equipment. Assist with the storage, organization and rotation of this inventory for best organizational use.
- Contribute to the maintenance of the donation intake, storage and sorting area in a clean, orderly and safe manner (includes cleanliness and appearance of exterior of Resource Depot's public access points).
- Perform administrative functions as necessary to assist in keeping records of statistical data for all material donation-related activities (i.e., weight of material donations in/out, number of donors, volunteer hours dedicated to marketplace activities, etc.).
- Operate delivery vehicle for organizational purposes as needed.
- Assist in stewarding partnerships with organizations for alternative outlets for material donation distribution.
- Support educational outreach and fundraising efforts for Resource Depot as needed.
- Other duties as assigned or requested.

SCHEDULE:

This is a non-exempt, part time position with a schedule built around general operating hours: Tuesday -Thursday 11:00 AM - 5:00 PM; Friday 9:00 AM - 4:00 PM and Saturday 8:45 AM- 2:00 PM.

QUALIFICATIONS:

- Previous arts, retail and customer service experience, preferably in a service-oriented industry/nonprofit.
- Familiarity with arts and craft materials and associated art-making techniques.
- Ability to categorize and sort objects by condition, color, size, use etc.
- Ability to be creative and seek creative approaches to material donations.
- Communicate both orally and in writing in a clear and concise manner through email.
- Ability to exercise good judgment and due caution in work environment.
- Commitment to furthering the environmental and educational mission of Resource Depot.
- Ability to apply, interpret and explain policies and procedures while providing quality customer service.
- Maintain cooperative and effective working relationships with staff and volunteers.
- Occasionally operate Resource Depot vehicles for pick up or transport of materials. Possession of a valid Florida Drivers' License and proof of insurance are required.

TOOLS AND EQUIPMENT USED:

Personal computer and software including Microsoft Office, Google Drive, calculator, copy machine, phone, scale.

WORKING CONDITIONS:

- Location of work primarily in Sorting Area and Materials Marketplace
- Regularly required to lift, carry, push and/or pull items up to a maximum of 60 pounds.
- Stand for extended periods of time. Climb a step stool or ladder and reach above shoulders.