Position Description
Attended Donation Station Ambassador

Organization: United Cerebral Palsy Association of Hawai‘i
Location: Honolulu, HI
Industry: Nonprofit organization
Status: Part-time/Full-time non-exempt

Reports to: Executive Director
Functional Reporting to: Program Manager: Reuse and Diversion

Organization’s Location:
414 Kuwili Street, #105
Honolulu, HI 96817

Organization Description: United Cerebral Palsy Association of Hawai‘i is a nonprofit organization, which has been providing services across the state of Hawai‘i since 1959. Its focus is to positively affect the quality of life for children and adults with cerebral palsy or other disabilities with similar service needs, as well as to provide support for the families involved and provide education on preventing cerebral palsy and minimizing its effects. As part of a nationwide network of approximately 64 state and local affiliates that provide services, United Cerebral Palsy Association of Hawai‘i works to empower people with choices, to provide opportunities for independence, conduct public and professional education programs, and support research in cerebral palsy.

HOURS AND TRAVEL
Hours: 15-40 hours/week, as determined. Certain responsibilities will require working on evenings, holidays, and/or weekends.

Location: Various stations located on O‘ahu

DUTIES
As a member of a team, the Attended Donation Station Ambassador supports United Cerebral Palsy Association of Hawai‘i’s vision by providing donors with excellent service to help encourage repeat donations and an increased donor base through positive word of mouth.

Attended Donation Station Ambassador
• Promptly opens the Attended Donation Station each assigned day and prepares site for that day’s business
• Cheerfully, promptly, and politely greets donors upon their arrival
• Assists donors by transferring their donations from their vehicle into the Attended Donation Station
• Provides donation tax receipt to donors
• Explains charity mission to donors, as requested
• Weighs all donations by type and enters donor and product weight into Donation Log
• Maintains the Attended Donation Station in a clean and safe condition to include the interior, the exterior grounds and parking lot and especially, the Donor Service Point
• Responsible for pod security and inspecting the pod daily
• Picking up and moving small, medium, and odd shaped items weighing up to 50 pounds consecutively
• Assists collections driver unloading Attended Donation Station while maintaining a priority on donor service
• If trained and cleared, Ambassadors may also be asked to physically drive our trucks
• Inventories and orders all necessary Attended Donation Station supplies
• Communicates to the Program Manager daily donor counts, product weights and any conditions at the Attended Donation Station requiring attention necessary to meet donor service standards, safety concerns or site cleanliness.
• Secures the Attended Donation Station at the end of the business day and calls or texts the Program Manager to acknowledge closing of the site
• Immediately notify supervisor of any site visitor inquiring about our business (i.e., government, fire department, solicitations etc.)
• Serves as an ambassador for the organization and explains United Cerebral Palsy Association of Hawai’i’s mission in the community.
• Adhere to all legal, contractual, and safety guidelines
• Attend and participate in meetings

General
• Participate in training sessions and continuing education
• Participate in and/or coordinates United Cerebral Palsy Association of Hawai’i events (such as program activities, community fairs, fundraising, etc.), as requested
• Coordinate and/or assist with special projects and other assigned duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

QUALIFICATIONS
A background check and drug test will be required and must be passed. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Experience
• Prior customer service experience preferred

Education
• High school diploma or equivalent preferred
Licenses (Specialty)
- Not applicable

General Requirements, Skills and Aptitudes
- Service-oriented with cheerful personality
- Excellent verbal communication skills
- Basic math skills
- Attention to cleanliness, organization and detail
- Honesty and integrity
- Reliable transportation and commitment to attendance and punctuality
- Willing and able to work weekend days as a regular part of the position schedule
- Capable of working independently with minimal supervision
- Ability to interpret instructions furnished in written, oral, diagram, or schedule form
- Ability to be detailed-oriented
- Interest in the organization’s mission and operations; agreement with mission, vision and values
- CPR and First Aid certification preferred
- Access to transportation or vehicle with valid insurance

Language Skills: The ability to read, write, and speak English; the ability to effectively present information and respond to questions from managers, colleagues, donors, and the general public.

Mathematical Skills: Basic math skills to include the ability to add, subtract, divide, and multiply.

Computer and Office Equipment Skills
- Use of mobile phone to clock in/out, log locations, and use GPS

Physical and Mental Requirements:
- Repeated lifting, carrying, and loading/unloading donations up to and including 75 lbs.
- Ability to roll/weigh carts (as needed)
- Ability to get in/out of a 16’ to 18’ box truck safely consistently to complete daily workload
- Ability to stand or sit for extended periods of time
- Able to work outdoors in a variety of weather conditions.

Equal Opportunity
United Cerebral Palsy Association of Hawai‘i provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.
This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

EMPLOYEE SIGNATURE
By my signature, I hereby certify that I have reviewed the job description of my position and agree to perform the duties described therein. I understand that United Cerebral Palsy Association of Hawai‘i may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Signature: ________________________________________

Employee Printed Name: ______________________________________

Date: ________________________________