



**Job Title: Donation Attendant**

The Humane Society for Southwest Washington (HSSW) is committed to enriching the lives of people and pets in our community. We have been completing families since 1897 and are committed to serving our community as it changes and grows. Through education, outreach, adoption, events and support services for families in need, we're expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of \*The Ideal Team Player© to join our team as a Donation Attendant for ReTails Thrift Store. These positions require an individual who loves working with a team to care for animals and strives for excellence. Consider a change working toward a mission that will change you forever!

People + Dogs + Cats

**Donation Attendant**

The Donation Attendant is responsible for high quality customer service when accepting and sorting donations both at the store and at the donations trailer as well as pricing items for some departments. This position reports to the Logistics Lead and works closely with the Merchandising Coordinator, Production leads, staff, volunteers and workforce partners.

**Benefits and compensation**

Entry level starts at Washington State Minimum Wage. Pay increases are obtained depending on experience, attitude, work ethic, commitment to teamwork, learning ability, skill level and core competencies. Employees currently enjoy paid time off, matching 401 (k), employee assistance program, section 125 flexible benefit plan, employee discounts (to include partner organizations) and access to affordable life, disability and accidental supplemental insurance. Full time employees are eligible to participate in HSSW's dental, vision and shared cost health insurance benefit plans. Part time employees are eligible to participate in HSSW's shared cost dental and vision insurance benefit plans.

### **The Ideal Candidate**

- Displays sincere interest, enthusiasm, and affinity for working with people in a customer service oriented environment with a desire to fulfill the mission, vision, and values of HSSW.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration.
- Committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

### **Donation Intake Duties**

- Provide excellent, friendly customer service to all donors
- Accept donated materials at Donations Trailer and/or ReTails store
- Provide references for items that cannot be accepted
- Provide tax receipts to donors and assist in completion when necessary
- Keep donation area (inside and out) clean and orderly
- Separate garbage, recycling, scrap metal from usable donations
- Maintain workspace for garbage area, cardboard recycling, wholesale materials, and furniture donations
- Load and unload seasonal items from long-term storage
- Communicate with department staff on space and material needs
- Cleaning and efficient repair of inventory
- Assist with materials sorting
- Other duties as assigned

### **Client Services Duties**

- Actively promotes HSSW's programs and events to clients, volunteers and staff
- Refers clients to appropriate staff for service
- Actively supports associate staff, volunteers and workforce partners.
- Promotes the development of skills related to the advancement of our goals and mission.
- Always represents the HSSW in a professional and courteous manner.

- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the team and the success of our organization
- Other duties as assigned

### **Measures of Accomplishment**

- ✓ Consistent positive client feedback of customer service and volunteer engagement
- ✓ Mindfulness of possible incidents that cause accidents and injuries
- ✓ Adherence to HSSW Code of Ethics
- ✓ Participation in ReTails activities such as trainings, meetings, and events

### **Qualifications:**

- Ability to read, understand, comprehend and follow instructions & SOP's
- Able to perform physical work: scrubbing, mopping, bending, lifting, walking and standing for up to 10 hours a day
- Able to lift 50 pounds with assistance

### **Knowledge/Skills/Abilities:**

- Ability to work in a fast-paced environment with a variety of people
- Sincere interest in the mission of the HSSW
- Ability to maintain focus and make mindful decisions
- Knowledge of safe warehouse practices
- Flexible schedule with availability to work weekends as needed

### **HSSW Culture**

**Vision:** A community where everyone loves and cares for animals.

**Mission:** Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

**Values:** Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value we recognize that everyone has the opportunity to lead by setting an example of excellence, attitude, service, teamwork & collaboration.

We seek to hire and surround HSSW with team members that are \*humble, hungry and smart;

- Humble team members are quick to point out the contributions of others and slow to seek attention for their own. They share credit, emphasize team over self and define success collectively rather than individually.
- Hungry team members are self-motivated and diligent. They are constantly thinking about the next step and the next opportunity.
- Smart team members are interpersonally appropriate and aware. They have good judgment and intuition around the subtleties of group dynamics and the impact of their words and actions.

### **Working conditions**

Some work may be performed in an animal shelter with exposure to animals and high noise levels, exposure to zoonotic diseases and cleaning chemicals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship. **The HSSW participates in E-Verify & requires pre-employment drug testing.***

### **How to apply**

If this sounds like the right place for you and you feel you meet the qualifications for this position, please submit your application by email to [jobs@southwesthumane.org](mailto:jobs@southwesthumane.org) with your first and last name in the subject line followed by “; Donation Attendant”. If you prefer you may place your application in an envelope to mail or hand deliver. Please label Donation Attendant, Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192<sup>nd</sup> Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/about/employment/>