



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 part time 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/Knowledge/Skills/Abilities:

- Ability to read, understand, comprehend, and follow instructions & SOP's
- Must be physically and mentally able to perform all requirements of the job
- Able to perform physical work that includes bending, lifting, walking, and standing for up to 10 hours a day, lifting up to 50 pounds with assistance
- Able to go up and down stairs
- Tolerant of changes in temperature and humidity
- 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
- Valid Washington state or Oregon driver's license and acceptable Motor Vehicle Record per HSSW policy (preferred)

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

Primary workstation is at the ReTails donations center and/or at HSSW's donation center trailer. Both locations have environmental conditions that require working inside and/or outside with fluctuations in temperatures and humidity.

Work may be performed with exposure to animals and high noise levels, exposure to zoonotic diseases, animal bites and scratches, cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals. 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 with your first and last name in the subject line followed by "; **Part-time 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 192nd Ave, Vancouver, WA 98684. You can find the link to our application here on our website hssw.org/careers.