



Title: **Donor Experience Specialist**  
Department: Home Store  
Location: Back door & warehouse  
Reports to: Thrift Store Manager

### **JOB SUMMARY:**

This leadership position is a most crucial role, in that it is the outward face of Jesus and the expression of PACS's mission in action with our donors. This employee must be able to connect empathically with our donors and seek to transform their experience. This person also must fully understand the larger principles behind PACS rules and be able to expand them using wise judgment to fit each unique situation. They will foster goodwill in our community, showing honor and dignity to each visitor at the back door. Because it is the most visible face of PACS, this person must have an even temperament, show good outward facing judgment and be able to grow in self education and self knowledge.

The employee position is governed by the staff hiring policies of Oregon Conference of Seventh-day Adventist and as a faith-based organization limits employees to those with membership in the Seventh-Day Adventists Church allowed by law.

**HOURLY RATE & STATUS:** \$17-20/hour (non-exempt) with full benefits

### **DUTIES AND RESPONSIBILITIES:**

- Being prompt for work hours is critical unless this person has communicated with their supervisor
- Deals with customers, co-workers, volunteers and donors on a continual basis
- Exhibits warmth and friendliness to others at all times
- Receives and processes donated items; keeps goods processing area organized, neat and clean
- Prepares donations for pricing by sorting into carts; empties garbage cans
- Performs duties as assigned by the manager

### **KNOWLEDGE, SKILLS, & ABILITIES**

On the job training & continuing education opportunities are available. This person must be:

- Self motivated
- Flexible to respond to varying work from day to day, deal with emergencies, identify problems quickly and take immediate action
- Handle donated items with care
- Ability to concentrate on job while other things are going on around one
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- Speak English fluently and clearly; other language abilities helpful
- Appear personable and engaging while communicating with various constituents

**OPEN UNTIL FILLED:** Applications will be considered immediately and the position is open until filled.

**PHYSICAL REQUIREMENTS**

- Job requires ability to be on one's feet for a long period of time, bending, lifting, carrying, pushing and loading anything from boxes to large furniture alone or with the help from others

**WORKING ENVIRONMENT**

- Generally fast paced environment with much time spent both outside and inside
- Warehouse environment with exposure to outdoors, dust and crowded work space

**HOW TO APPLY:**

To be considered for this position, submit a cover letter describing your interest in this position and a complete resume to [laura.pascoe@pacsonline.org](mailto:laura.pascoe@pacsonline.org)

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