



# Where Generosity Meets Impact

**Now Hiring: Donation Logistics & Processing Coordinator**  
Habitat for Humanity York County, Maine



Coordinate, connect, and care.  
Every donation helps build a  
stronger community.

## Our Mission:

# Building Homes, Community & Hope

In all of York County, we're empowering families and transforming lives, one homeownership opportunity and Aging in Place project at a time.



The Kennebunk ReStore sells gently used furniture, appliances, lighting, hardware, construction materials and home decor. All proceeds from the ReStore support Habitat for Humanity York County's affordable housing mission. A good deal for you, our community and the environment.

## position profile

### title

Donation Logistics  
& Processing Coordinator

### hours

40 Hours  
Tuesday-Saturday

### organization

Habitat for Humanity York County

### salary

Hourly Rate \$21-\$24

### location

Kennebunk, Maine

### website

[www.habitatyorkcounty.org](http://www.habitatyorkcounty.org)

# The Opportunity

The Kennebunk ReStore is seeking an organized, service oriented Donation Logistics and Processing Coordinator to manage the flow of donations from the community to our sales floor.

This role ensures that every donation pickup, drop-off, and donor interaction is handled efficiently and kindly, reflecting Habitat's mission of building homes, communities, and hope

The Donation Logistics and Processing Coordinator serves as a key connection between donors, drivers, and the ReStore team. Overseeing daily scheduling, coordinating pickups, screening donations, and ensuring excellent donor relations. This position combines customer service, logistics coordination, and hands on work, helping turn community donations into vital funding for affordable housing in York County.



# Who We're Looking For

We're looking for a friendly, efficient, and mission driven team player who enjoys variety in their workday and takes pride in organization and problem solving. You'll thrive in this role if you're comfortable managing logistics, juggling priorities, and communicating with donors.

The ideal candidate has strong customer service skills, attention to detail, and can maintain professionalism even in fast paced situations. Experience with scheduling systems, inventory flow, or donation coordination is a plus. If you're motivated by teamwork, community connection, and the satisfaction of keeping our mission moving this role is for you.

# roles & responsibilities

## Donor Relations and Experience

- Respond to high volume direct inquiries, including phone calls, e-mails with superior customer service
- Educate callers about all things ReStore
- Develop stewardship of donors (including follow up and retention)
- Work directly with drivers and ReStore managers to ensure best practice.
- Manage/maintain scheduling database and report to Management; this position should have ownership of the daily scheduling system.
- Screen donations for usability
- Load and unload donated materials
- Assist in managing the flow of donations and pricing for readiness from the receiving area to the sales floor with the assistant managers.
- Cover driver and/or driver assistant position in times of need. Keep a clean, insurable driver's license(non-cdl), but must have the ability to drive a 16ft box truck.

## Marketing and Volunteer Management

- Provide customer service to donors at the donations processing door, in store and on the truck
- Donor retention via email, postcards, thank you notes etc.
- Work alongside volunteers, creating meaningful & safe volunteer team experience in the processing area

## Community Outreach & Procurement

- Accurate daily scheduling and maintenance of the ThriftCart schedule for donation pickups, self-scheduled pickups.
- Donor retention via email, postcards, thank you notes etc.
- Maintain, collect and communicate issues from drivers regarding truck via truck daily safety logs.
- Cultivate leads to procurement of business/community outreach and high value donations
- Support donor needs on the retail floor; walk in donors who need scheduling help
- Provide feedback regarding process improvement with scheduling, building issues/safety/collaborations.
- Strong verbal and written communication skills with emphasis on donor experience; possess the ability to say "no" politely and positively and provide alternative resources to donors.

## Inventory Management

- Effectively transition from one task to another with ease, while maintaining a can-do
- attitude: keen sense of prioritizing tasks
- Possess extensive knowledge of the greater York County area, including street routes, and neighborhoods
- Exceptional organizational skills, attention to detail and follow through. Screen donations for usability

## Additional Duties

- Dashboard Reporting of pick-up donations on a daily and monthly basis
- Archive donation tax receipt information and provide donors with tax-related documentation; implement the use of Thriftcart for donor receipts via ipad
- Work with Outlook, Google sheets, calendar and donation scheduling software
- Other duties as assigned

# Ready to Make an Impact?

If you have a heart for service, enjoy connecting with people, and want your skills to make a lasting impact in your community, we want to hear from you.



## required skills & experience

- Superior customer service skills, excellent written and oral communication skills
- friendly, flexible, enthusiastic and community oriented
- must have a professional demeanor and remain calm and polite when faced with difficult customer and volunteer situations
- Team player, self starter able to work independently and delegate tasks to volunteers
- knowledge of building materials, furniture, antiques and art preferred.
- Strong commitment and willingness to advocate the mission of Habitat for Humanity
- Must have proficient computer and phone skills and ability to learn Thrift Cart
- Valid driver's license and reliable transportation required.

## compensation & benefits

The starting salary range for this 40 hour per week position is \$21 - \$23 per hour

Habitat for Humanity York County provides:

- Eligible for Health insurance
- Dental insurance with 100% premium paid for employees
- A 3% IRA match after one-year tenure - 100% vested immediately
- Generous vacation allowance that grows with tenure
- Two weeks sick time
- 10 paid holidays annually

## how to apply

To apply, please email your cover letter and resume to:

**[manager@habitatyorkcounty.org](mailto:manager@habitatyorkcounty.org)** and include **"Donation Coordinator"** in the subject line.

All inquiries or referrals will be held in strict confidence.