

## **Lancaster Lebanon Habitat for Humanity**

Title: ReStore Donations Manager  
Reports Directly To: ReStore Manager  
Reports Indirectly To: Director of Development  
Direct reports: Drivers, Volunteers, Vendor personnel  
Status: Exempt, PT

## **ReSTORE DONATION MANAGER**

### **Summary**

Reporting to the ReStore Manager, the ReStore Donation Manager promotes giving, and stewards the gifts, to the Lancaster Habitat for Humanity ReStore, in support of Lancaster Lebanon Habitat for Humanity building homes and serving individuals and families in Lancaster and Lebanon Counties. The incumbent manages donation system to the ReStore from beginning to end while promoting Lancaster Lebanon Habitat for Humanity's work and delighting donors, customers, and volunteers with quality goods and service.

### **Primary Responsibilities**

1. Manage the donation department and stewardship of donations
2. Strive to meet daily, weekly and monthly Habitat ReStore sales goals. Provide accurate and timely acknowledgements and thank you correspondence to potential/actual donors
3. Maintain strong donor relationships
4. Build a quality base of donors and regular customers
5. Manage donation pick-ups efficiently with regular schedules and routes for the store drivers
6. Assist store manager and communications manager to ensure all associates and volunteers understand and can effectively communicate the Habitat ReStore, Lancaster Area Habitat for Humanity and HFH missions to members of the public.
7. Maintain and develop ReStore social media and website in alignment with organizational marketing strategies; evaluate and report on analytics
8. Analyze potential donations and impact of procurement to the net profit
9. Research listings of manufacturers, distributors, and vendors of product for potential donations
10. Track and report cold calls, donor contacts per month
11. Attend mixers, fairs, civic meetings, and trade shows to learn about new materials and meet prospective donors
12. Other tasks as required by the ReStore Manager

### **Requirements**

- Occasional availability on evenings and Saturdays.
- Knowledge of Lancaster County philanthropic and business community required.
- Proficient in Microsoft Office Suite, internet research and social media
- Proficiency in Salesforce preferred
- Valid driver's license and reliable transportation. Local travel is required.

- Cannot be a registered sex offender nor have any felony convictions.
- May be required to pass a background check.
- Strong interpersonal, verbal and written communication skills with groups and individuals of diverse backgrounds
- A history of successfully adapting to rapidly changing conditions with unexpected shifts in priorities.
- Ability to safely lift and position a minimum of 25 pounds. Job entails occasional bending, kneeling and reaching, often in awkward or tiring positions. While time in the office completing office work will be expected, a significant amount of time may be spent walking and standing in store or external locations meeting customers and donors.

Please send cover letter and resume to [jobs@lhfh.org](mailto:jobs@lhfh.org)

**Lancaster Lebanon Habitat for Humanity** is a nonprofit that builds, rehabs, and repairs homes in partnership with low-to-moderate-income families. Its vision is a world in which everyone has a decent place to call home.

**Lancaster Habitat for Humanity ReStore** is a nonprofit business, which supports Lancaster Lebanon Habitat for Humanity, specializing in the resale of new and gently used building materials and supplies to the public.

Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin or disability.

Revised April 2019