**Office Assistant/Driver Dispatch**

**Birch Community Services**

**April 2019**

**Reports to Suzanne Birch, Executive Director**

**Hours: Part-time; Monday, Wednesday, and Friday: 8:30am – 6:00pm**

**Essential Duties and Responsibilities:**

**Daily**

* Responsible for scheduling volunteer pick-ups and communicating schedule to Operations Manager.
* Schedule volunteer drivers for donation pick-ups; **find substitutes** as needed and **follow-up on missed donation pick-ups daily**.
* General reception; answering questions at the front desk; assist volunteers logging volunteer time.
* Answer phone as needed, along with other staff members.
* Take payments as needed, post to SalesForce.
* Check in volunteer shoppers at 12:15pm; cover check in desk as needed.
* Cover volunteer shoppers meet and greet time prior to shopping (12:30pm).
* Agency Responsibilities:
	+ Agency check-in (10:15 to 10:30am)
	+ Name tags/barcodes
	+ Create new accounts/yearly updates
	+ Packets/forms updated and copied
	+ Boot requests reviewed and passed to Suzanne for approval
* Maintain and update SalesForce with:
	+ Regular/New Drivers and enter under ‘Affiliate Contacts’
	+ New Donors
* Assist with new individual and/or group volunteer orientation.
* General entering & filing of completed Agency Boot Request forms and participant boot cards.
* Run “Product Donations Today” report for Andrew; follow up with missed pickups.
* Edit MailChimp weekly email for driver needs. Advertise substitute pickups in purple.

**Weekly:**

* Check for New Donors, create New Donor accounts.
* Harvest e-Log (Preferably Monday).

**Monthly:**

* Submit a report for the incoming product received for the month to (the book keeper).
* Donation reports to business owners (i.e. 7-11, Harry’s, Costco) as requested.
* Staff Meeting Friday -- Prepare safety assist print-offs/take minutes.

**Yearly:**

* Annual YTD Product report for the FY (Suzanne and Helen Beseda, the bookkeeper).
* Annual incoming product received for the year to Ravinder & Mr. Usman.
* Assist with entering CTV forms.

**Additional Duties:**

* Assist office staff with creation and editing of various SalesForce reports, Excel, and Word documents.
* Assist in the entering of new participant families as needed.
* Help contact and coordinate special item pick-ups with warehouse staff.
* Other duties as needed.

**Qualifications:** To perform this job successfully, an individual must be able to take initiative and perform duties without constant supervision within scope of responsibilities. Personal traits: enthusiasm, integrity, reliability, resourcefulness, strong work ethic, common sense, initiative and sense of humor.

Able to work and function effectively in a constantly changing environment. Capable of readily grasping and implementing such changes.

Must be able to function in a cooperative team environment and make positive contributions. Must be able to interpret instructions and communicate well. Knows how the work affects other areas of the team.

**Education and/or Experience**: Highschool diploma or GED. Knowledge of Microsoft Suites required, and knowledge of SalesForce database is preferred. Skills assessment and/or personality test may be requested.

**Please send cover letter and resume to Suzanne at suzanne@bcsi.org**