



William Temple House Thrift Store Truck Driver (Portland)

William Temple House Thrift Store

Current Opportunity:

William Temple House Thrift Store Truck Drivers work as part of a team to maximize daily sales. Our Drivers provide excellent customer service for our Donors during the scheduling and pick up of donated merchandise. The Drivers deliver the merchandise to the Store and move it to the appropriate processing or selling area. Nothing is more important than the contact you have with each donor. As a staff member of the William Temple House Thrift Store, you represent the William Temple House agency, in many instances being the first contact a person has with our agency. You will be called upon to convey the agency mission to customers and donors. Truck Drivers must be team players, hard workers, in good physical condition and have a positive attitude. The Truck Driver is expected to read, sign and follow the William Temple House Truck Driver Policy.

Duties & Responsibilities:

- **Pick up donations at donors' homes and deliver items to the Thrift Store.** This is the main duty of the Truck Driver, and safety and good customer service are essential. Along with safely handling donations, the Driver is responsible for rejecting items in poor condition, and tactfully explaining to donors alternatives.
- **Engage in record keeping related to donation pick-up.** The driver will have various record keeping and processing duties related to pick-up, including handling pick-up fees, distributing tax receipts for donations, dropping deposits at the bank, and logging truck mileage and maintenance.
- **Properly distribute donated goods to the correct processing area** at the Thrift Store after pick-up.
- **Set and manage a donation pick-up schedule.** The Driver is responsible for setting the truck schedule for daily pickups using one-hour windows and communicating with donors to confirm pick-up windows. The Driver is responsible for knowing our current donation requirements, and communicating these to donors.
- **Engage in regular and irregular special pick-ups for the agency,** including obtaining and delivering food from the Oregon Food Bank and other locations, moving items at the main office on Hoyt, or other jobs that the Store or House Management deem fit for the Drivers.

- **Additional duties include:**
 - If trained, the driver may also price furniture items with a partner.
 - Additional work in the store which may involve (but is not limited to) minor repair work, cleaning, pricing, stocking, cashiering, accepting donations, moving furniture, loading furniture, and general customer service.

Qualifications & Skills:

- A valid Oregon Driver's License. The company will verify each driver records prior to employment and whenever else necessary during employment.
- One year experience in a high-touch customer service position, preferably retail or food service, with verifiable employment references.
- Must have good communication skills, be enthusiastic, and be experienced in customer service and driving larger vehicles.
- High school graduate or possessing an equivalent GED certificate. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.
- Skill reading maps, Thomas guides, using GPS systems, or a good knowledge of the Portland Metro area is helpful.

Physical Demands:

- This job requires extensive lifting and using hand-trucks and dollies. It requires a great deal of strength, stamina, and attention to safety. All employees are required to watch safety videos on proper lifting each year.
- There is regular lifting (over 50lbs), twisting, bending and kneeling. The employee will occasionally be required to sit, climb ladders, crouch, stoop, crawl, climb, or balance.
- Employees will regularly be required to use hands to handle, feel objects, reach with hands and arms, hold and carry items in front of their body and over their head; talk and hear.
- Vision abilities required by the job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.
- The driver will work in a variety of temperatures and weather conditions.
- The Driver must be able to navigate stairs and do so carrying objects.

Work Environment:

The Truck Driver is exposed to a variety of environments during their typical workday. Their time is divided between a retail store environment, inside of a truck, and in a variety of people's homes.

The Store is a noisy and busy enterprise. When in the store, the Driver will work

directly with customers, donors, staff, volunteers and other stakeholders. The Driver will also work in a processing area and will be exposed to dust and other allergens.

While the truck is doing pickups, the Driver will be exposed to weather changes, driving hazards, and periods of sitting. When entering donor's homes, the drivers will be exposed to dust and other allergens.

William Temple House is a diverse, inclusive, and equitable organization where all employees, volunteers, and clients, whatever their gender identity, race, color, ethnicity, national origin, age, sexual orientation or identity, education, disability, or socio-economic status, are valued and respected.

Salary & Benefits

This is an hourly, non-exempt, full-time position. The starting rate is \$18.86 per hour. This position is eligible for PTO (Paid Time Off), Benefits including Health, Vision, and Dental and designated holidays.

How to Submit Your Application

To apply, send cover letter and resume to aellingwood@williamtemple.org and CC esoria@williamtemple.org. No phone calls, please.

Equal Opportunity Employer

We are an Equal Opportunity Employer encouraging applications from people of color, immigrants, LGBTQ people, women, and people with disabilities. The board and staff believe they can meet the organization's mission only with a diverse range of members, employees, and participants who actively cultivate a culture of equity and belonging.