

JOB POSTING – INTAKE SUPERVISOR

Opportunity – Intake Supervisor

The Hillcrest Transitional Housing team is committed to moving individuals, youth, and families from homelessness to self-sufficiency. Our employees are committed to service and embodying the organization's mission and values in all activities. All resources are leveraged in a manner that is strategic and cost effective to achieve our mission and goals. The Donation Intake Supervisor must be a community advocate for our organization, our residents, and those in need of our services.

The Donation Intake Supervisor is responsible for the daily operations of the donation dock, ensuring that all Hillcrest policies and processes are followed while providing superior customer service to all donors and customers. The Donation Intake Supervisor will schedule and supervise staff, volunteers, and community service volunteers to ensure an efficient and safe working environment.

Essential Duties of the Intake Supervisor

- Creating weekly work schedules and approving time for employees assigned to the dock.
- Training all volunteers and staff on proper donation intake procedures.
- Making sure that all employees and volunteers adhere to our Hillcrest policies and procedures.
- Ensuring that each donor receives outstanding service by providing a friendly environment which includes greeting and acknowledging every donor and maintaining outstanding standards.
- Accepting, processing, and sorting merchandise in accordance with processing standards.
- Communicate with management regarding incoming donations.
- Follow opening and closing procedures.
- Assist in stocking the sales floor with merchandise.
- Work effectively with volunteers, ensuring their experience is meaningful.
- Daily cleaning and maintenance of store.
- Answer telephone calls and provide Hillcrest information as needed.
- Comply with all policies and procedures.
- Assist with pickups and deliveries as needed.
- Serve in other duties, roles, responsibilities as needed by the organization to fulfill its mission.

Qualifications

- A valid driver's license and ability to travel throughout the Kansas City metro area is required.
- Must be able to lift 75-pounds and be on your feet for long periods of time.
- Previous warehouse management experience, preferred.
- Bilingual in English and Spanish, preferred.
- Ability to process information and merchandise through computer system and POS register system.
- Ability to communicate with employees, customers, and donors.
- Ability to read, count, and write to accurately complete all documentation.
- Ability to operate and use all equipment necessary to run the store.
- Ability to work varied hours/days.
- Ability to complete work in a timely, accurate, confidential, and thorough manner.
- Ability to travel to Hillcrest sites throughout the Kansas City metro area.

Additional Details

This is a full-time position located at our Lee's Summit, Missouri Thrift Store. Store hours are Monday – Friday from 10am – 8pm and Saturday's from 10am – 6pm. Hours for this position will vary based on schedule availability. Position requires at least two Saturday shifts per month.

Salary range for this position is \$15.00 - \$18.00 per hour based on experience.

[Click here to apply online](#) or visit <https://hillcrestkc.org/careers/> for more information about our organization.

Hillcrest Ministries of MidAmerica, Inc. is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.