

# Position Description

## Donation Drive Ambassador



**Classification:** Volunteer

**Reports To:** Volunteer Experience Specialist & Donation Outreach Specialist

**Supervises:** This position has no direct supervisory responsibilities

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### Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 120 year+ history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of job-seekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That's why 90¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

### Impact

The Donation Drive Ambassador increases community awareness of Goodwill and its mission by assisting at community donation events. He or she exemplifies Goodwill as a good steward of donors' items and promotes sustainability - Goodwill diverts over 15 million tons of unwanted items from landfills each year! Donated items go from the drive into our stores, where their sale funds our employment programs and services.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain a positive attitude and greet donors with a smile and a thank you
- Place and remove signs before and after the event
- Lift/place donations into Goodwill truck and sort them
- Distribute tax receipts and mission handouts to donors
- Assist with flow of donor traffic
- Promote the event at surrounding businesses and/or homes

### Work Environment

This job operates outdoors, typically in neighborhoods or a business parking lot. Donation Drive Ambassadors should wear closed-toed shoes, such as tennis shoes or work boots, and comfortable clothing. Dressing in layers is helpful depending on weather conditions.

### Time and Location

Commitment to the duration of an event, which typically lasts three to four hours, is expected. Locations vary. Please check each posted event on the Goodwill Opportunity Calendar for addresses and times.

### Training and Orientation

In person training and orientation will be provided at the start of each event.

### Qualifications

- Ability to represent Goodwill in positive manner
- Ability to lift 25-50 pounds
- Good communication skills
- Enthusiasm for Goodwill mission and activities
- Ability to relate to a diverse population

### Values and Competencies

- We allow our values to guide our actions:
  - Lead: Everyone has value - help them find it and celebrate it
  - Grow: Learn constantly and strive continually to better ourselves

- Partner: Be good citizens, maximize the value of donations, and support sustainability
- Innovate: Always seek new and better ways to accomplish our mission
- One Agency: Work collaboratively to build a legacy from which future generations will benefit
- Every leader must demonstrate these competencies:
  - Has a focus on our mission
  - Does the right thing, acting with honor and integrity
  - Develops self and others
  - Owns results