



## GiveNKind Driver and Customer Service Coordinator

### **ABOUT GIVENKIND:**

GiveNKind's mission is to create a generous and sustainable economy where excess goods fill essential needs in communities. We procure and redistribute new, bulk donated products to Chicagoland nonprofits for their clients and programs. GiveNKind facilitates responsible giving to benefit our community and the environment. In 2022, GiveNKind placed resources valued at \$6.55 million with Chicagoland nonprofits, saving nonprofits millions of dollars and helping local communities.

The GiveNKind Center is located at 1700 S Butterfield Rd, Mundelein, IL 60060.

### **POSITION OVERVIEW:**

The GiveNKind Driver/Customer Service Coordinator is a member of the Operations team and is responsible for the collection of donated products from area businesses, the delivery and distribution of orders to nonprofit partners, and coordinating deliveries to maximize efficiency. The GiveNKind Driver/Customer Service Coordinator is also responsible for unloading donations and securing items in the correct space in the warehouse for storage. This position is the face of GiveNKind in Chicago and the surrounding communities; the individual will spend the majority of their time in the community, where there will be regular interaction with volunteers, partners, and donors. This position has additional responsibilities in the warehouse to help facilitate the movement of inventory through the warehouse and to maintain the facility.

### **MAJOR RESPONSIBILITIES:**

- Projects positive culture and mission that is GiveNKind
- Safely operates GiveNKind's 20' delivery truck
- Ensures the safe pick-up and delivery of donations in the Chicago region
- Efficiently organizes donations into GiveNKind vehicles
- Accurately tracks the amount and type of donations being loaded onto the truck and being placed within the warehouse
- Monitors GiveNKind vehicles to ensure they are properly maintained and operational; report any issues to the Executive Director.
- Maintains a positive and professional relationship with those who are donating items as well as with partner organizations when delivering donations
- Ensures donations in the warehouse are stored properly and safely and that aisle ways are unobstructed and free of debris

- Works with the operations team to optimize space in the warehouse
- Performs custodial related activities in the warehouse and surrounding grounds
- Assists with warehouse projects as needed

**Assist with warehouse facility operations, when requested**

- Perform the duties needed for GiveNKind to run properly
- Assist with the fulfillment of orders
- Perform other warehouse, inventory, receiving and distribution tasks as directed
- Unload delivery vehicles either palletized or unpalletized materials
- Load delivery vehicles with pallets or unpalletized materials
- Assist the Program Manager with the movement, organization and tracking of inventory
- Positively assist and interact with GiveNKind volunteers
- Perform cleaning and sanitizing duties as directed
- Other duties as assigned

**Required Experience/Knowledge/Skills/Abilities:**

- Must have a valid driver's license and a clear driving record (CDL license not required)
- Medical clearance for truck operation required
- Previous delivery/driving experience
- Warehouse experience
- Customer service
- Reliable
- Time management and communication skills, particularly regarding schedule availability
- Must be able to lift a minimum of 40 pounds.
- Familiarity with Chicago and surrounding area and able to operate a GPS system
- Available to work two days a week during the work week (Monday-Friday) and 1-2 special events a year

**TIME COMMITMENT:**

Currently, the GiveNKind Driver/Customer Service Coordinator position is part time with flexible hours to equal **two, eight hour days per week** with the possibility of expanding this role to a half-time, full time position as the program grows.

**COMPENSATION:**

**\$240 per day** (no benefits)

**DIVERSITY IS OUR STRENGTH:**

Diversity and inclusiveness are core values at GiveNKind, and we continuously strive to be a team where everyone feels welcome and supported. It is the policy of GiveNKind to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, genetic information and/or any other protected characteristic under applicable law. Individuals from underrepresented groups are especially encouraged to apply.

**Working Conditions:**

This is a warehouse environment and normal changes in temperature are to be expected while working inside the warehouse or outside, on or around the loading dock. There are no hazardous or significantly unpleasant conditions.

**Accommodation:**

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made by GiveNKind which may pose serious health or safety risks to the employee or others, or which impose undue hardships on the organization.

**To Apply:**

Please send a resume with relevant experience to [emily@givenkind.org](mailto:emily@givenkind.org).