



3657 Michigan Ave • Colorado Springs CO • 80910 • 719.301.5411

MARY'S HOME DONATIONS TEAM MEMBER POSITION DESCRIPTION

Title: Donations Team Member
Accountable To: Donations Coordinator
Status: Volunteer position without opportunity for employment

Organizational Background

Dream Centers is a faith-based non-profit organization founded in 2011 to provide health and hope to people of Colorado Springs who are working to rebuild their dreams. The two entities of Dream Centers are the Women's Clinic and Mary's Home. Mary's Home is a long-term, educationally-focused, in-depth program for single mother families working to exit homelessness permanently.

Position Purpose & Overview

As Dream Centers Mary's Home is a nonprofit organization that greatly benefits from the support of volunteers and community resources, we welcome in any donations that enrich the lives of the resident families we serve. In order to effectively receive donated items, we need a Donations Team Member to help the Donations Coordinator carry out her tasks. These may include, communicating with donors via email and phone call, screening donor inquiries, figuring out what the donors want to donate, arranging appointments between the donor and Hospitality Team, and/or sorting donations and placing them out for residents. Because the Hospitality Team will be the main individuals receiving donations in person, the Donations Team Member will rarely be involved with this part of the donation process. The Donations Team Member should have strong communication skills as well as the desire to make all donors feel appreciated and honored in this giving process. Showing deep gratitude in every donation inquiry is the most important aspect of this role and the role of the Hospitality Team.

Responsibilities

- Help the Donations Coordinator field calls, answer any questions or concerns donors may have, screen potential donations, and point to other resources
- Direct donors to drop off their donations between 10:00 AM-4:00 PM Monday to Friday with the Hospitality Team
- If a donor wants a specific donation appointment, connect the donor to the Hospitality Team Volunteer Coordinator to plan a time to receive it when the Donations Coordinator is unavailable to do so
- Sort donations and set out for residents
- Assist Donations Coordinator to prepare monthly resources for residents
- If expecting a large donation, let the Hospitality Coordinator know and arrange a 30 minute appointment for it to be received
- Communicate in a way that honors the donor and always express how grateful we are for a donor's desire to give
- When a donor has furniture, mattresses or other large items we cannot receive, express how thankful we are that they want to donate those things to us, but explain how we don't have the capacity to receive them. Try to refer them, in an honoring way, to other ministries or organizations that can better receive those items.



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- In the case of sensitive donations, say “yes” to receiving a donation to best honor the donor, even if we don’t have the capacity for that item
- When receiving a donation, ensure that a donation receipt is filled out properly, a copy is given to the donor, and put in the Donations notebook

Requirements and Qualifications

- Follower/disciple of Jesus Christ and committed to personal spiritual growth, in agreement with the Nicene Creed
- Have effective interpersonal and communication skills as your role has high level of interactions
- Be a welcoming/professional presence to volunteers, staff, donors, etc.

Time Commitment

4 hours per week on Mondays or Fridays (weekly or twice a month)

Physical Requirements:

Working Environment	Seldom	Occasional	Frequent
Cold (50° F or less)	X		
Heat (90° F or more)	X		
Gases/Fumes/Dust	X		
Heights	X		
Noise		X	
Climbing (Stairs/Ladders)		X	
Driving		X	
Standing	X		
Sitting			X
Walking	X		
Bending		X	
Work with Others			X
Working Alone		X	
Crawling or Kneeling	X		
Repetitive Movements		X	
Office Machines			
Telephone			X
Fax	X		
Calculator	X		
Computer/Mouse/Printer			X
Copier	X		
Dictaphone	X		
Scanner	X		
Moving Heavy Items			
Lifting/Lowering	X		
Pushing	X		
Reaching Over Shoulder	X		
Reaching Forward	X		
Carrying	X		
Other Requirements			
Visual Acuity: Near			X
Visual Acuity: Far			X
Color Discrimination			X
Hearing			X
Speech			X
Manual Dexterity			X
Eye-Hand Coordination			X



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