

Director, Donation Management Position Description

The Director, Donation Management, is responsible for ensuring that ECHO is effectively fulfilling its Mission to support neighbors in need by maintaining stocks of in-kind donations of food, clothing, and housewares, as well as monetary donations, sufficient to meet client needs. The Director, Donation Management, oversees a process that includes: helping identify items needed; promulgating and educating potential donors about those needs; providing the initial receipt of in-kind and monetary donations at the Donation Door; and concludes with appropriately acknowledging receipt of those donations in helping ECHO meet its Mission.

In effectively managing donations to ensure sufficient stocks to meet client needs/demand, the Donation Manager has the following responsibilities:

- **Direct, coordinate, support** ECHO sections providing in-kind donations – Clothing, Housewares, Food, etc. – to ensure stocks sufficient to meet clients' needs
- **Coordinate** with the Director, Support Operations to maintain current information on the kind of donated items ECHO can and cannot accept.
 - Help educate volunteers and donors on what kind of donations that ECHO can and cannot accept in order to meet client needs.
- **Ensure** efficient, accurate recording of in-kind donations at the time of donation at the Donation Door.
- **Coordinate** with the Director, Volunteer Program, to ensure donation staffing needs are met efficiently and in a timely manner.
- **Recruit and train** new volunteers for work at the Donation Door, and ensure volunteers are available sufficient to support accepting donations during ECHO's hours of operations.
- **Ensure** priority of donations goes to meeting clients' needs.
- **Maintain** the ECHO Donation Management database to track and monitor donation trends (individual and organization) and to appropriately recognize those donors.
- **Coordinate** with Food and Clothing sections regarding support for clothing and food drives.
- **Help establish and maintain** relationships with appropriate partner agencies – e.g., Medical Missionaries, B-Thrift, MaRih Center – who accept donated items ECHO cannot absorb.
- **Ensure** that ECHO donation operations align with ECHO's Mission, Vision and Values.

The Donation Manager should have at least 5 years' experience working as a volunteer or paid Non-Profit employee, an understanding and appreciation for working with volunteers, and experience coordinating a multi-shift organization.