

**Job Title:** Dock Client Supervisor

**Department:** Orr Street Thrift Store

**Reports directly to:** Store Manager/Assistant Manager and Thrift Operations Director

**FLSA Classification**:  Full-Time, Hourly

**Job Summary:** The role of the Dock Client Supervisor is to handle the receiving of donations, load, and unload items in a timely fashion. This role will also provide client supervision as well as model and teach how to sort/process of donations received for the client population. This job requires a mature faith in Jesus, resulting in a high level of excellence in the fulfillment of our mission.

**Religious Qualifications:** Haven of Rest Ministries reserves the right under the Federal Law to hire individuals who share the Christian Faith and the ministries doctrinal beliefs.

Job qualifications are listed in each specific job description. The following personal requirements, however, are common to all positions at The Haven. We desire our ministry team to lead a careful, exemplary Christian lifestyle that is “above reproach” so that:

* Unbelievers will see, hear, and respond positively to our leadership as we direct them toward the grace of Jesus Christ, and
* Believers will be encouraged, strengthened and desirous of emulating the godly character qualities they see in us.

 As a valued employee of the Haven of Rest Ministries, Inc. it is a necessity that he or she:

* Be a born-again believer in the Lord Jesus Christ as expressed by a personal testimony and Christian conduct.
* Be a member in good standing of a recognized evangelical church.
* Have a genuine concern for the salvation of the souls and the spiritual welfare of Ministries’ clients.
* Agree with the Doctrinal Statement of the Haven of Rest Ministries, Inc.
* Abstain from the use of illegal drugs and the abuse of alcoholic beverages, prescription, and non-prescription drugs.
* Have a lifestyle that is free of sexual sin (to include pornographic materials, homosexuality, adultery, premarital sex, and fornication, etc.).
* Have high standards of personal hygiene and housekeeping relative to appearance, clothing, and office area.
* Have the ability to work in harmony with other Haven of Rest Ministries valued employees.

In areas of Christian liberty, we ask you to exercise discretion with the focus of being a positive, godly role model in our community. Our message is Christ, the cross and what is clear in scripture.

**Essential Job Duties and Responsibilities:**

* Consistently creates a welcoming and professional environment by assisting customers, clients, employees, and Haven Helpers, etc.
* Helps create and maintain positive Christian environment inside and outside of the store for the clients
* Create a positive first impression to the community, handling every donation with appreciation and care
* Acknowledge and Thank all donors
* Responsible for client oversight and providing instruction to the clients on work to be done and offer then a strong model of the hard skills/soft skills needed to be successful in the environment.
* Responsible for monitoring client behavior to ensure it is consistent with the policies and procedures of the Men’s Ministry. And responsible for reporting any infractions/behavior issues to the Thrift Operations Director.
* Responsible for receiving, inspecting, loading, and unloading donations in a timely manner; including offering unloading assistance to donors
* Responsible for assisting customers load purchased merchandise in their vehicles
* Assist Haven trucks unload at the dock
* Moving merchandise around within the store as directed by the Manager or Assistant Manager
* Performs and maintains daily inspections of dock and surrounding areas for cleanliness, keeping all areas clean and organized (dock, yard, back room)
* Keep front porch area clean of debris
* Cleaning duties, consisting of sweeping, mopping and washing windows
* Records daily log sheets regarding donated items
* Offers donation receipt to all donors
* Reports all accidents immediately to the Store Manager and Human Resources
* Maintains proper channels of communication regarding condition of donated items

**Secondary Duties and Responsibilities:**

* Sorting donated clothes and goods – to sell, recycle or discard
* Placing tagged clothing on retail floor in correct location
* Process bric-brac as directed by Store Manager or Assistant Manager
* Performs other duties as directed

**Competencies:**

* Excellent attention to detail and accuracy
* Outstanding time management, organization, and communication skills
* Excellent interpersonal and customer service skills
* Possess a strong commitment to team environment while working well with others which includes treating clients, employees, customers, and Haven Helpers with respect and dignity

**Skills:**

* Basic knowledge of loading/stacking equipment
* Basic knowledge of unloading donations

**Work Environment:**

* Works primarily in a non-climate controlled environment

**Physical Demands:**

* Ability to be punctual and attend work on a regular and consistent basis
* The person in this position needs to wear appropriate safety clothing and shoes.  This includes lift belts, gloves, steel toe shoes etc.
* Must be able to stand 95% of the time
* Will be expected to lift large equipment not to exceed 75+ pounds without appropriate moving equipment and safety gear

**Minimum Education Requirements:**

* High School Diploma, or GED

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Employee signature Date