

Position: **Donor & Office Administrator**

Office Location: 1416 Centre St., Thornhill L4J 8A1

Job Type: 9-5 or 9-3

Organization: JRCC Furniture Depot

Report to: JRCC FD Program director

The JRCC Furniture Depot is growing and looking for an energetic and organized candidate to coordinate reception, office, warehouse, and furniture donations. The work includes front line work at the reception desk, full responsibility for donors' administration (phone calls, emails, etc.), coordination of delivery and pick-up, and assistance in other administrative tasks. The role requires a strong sense of organization, punctuality, time management, and sales acumen.

Responsibilities:

Donor administration

- coordinating furniture donations (answer calls/emails, reply to calls/emails)
- communicate with donors and coordinate payments and tax receipts
- charge credit cards, debit, cash, and manage payment reports
- schedule pick-up and delivery time, and coordinate with donors/clients
- maintain and manage truck schedule timing and capacity
- communicate truck schedule and time management with team members

Reception and data management

- welcome and direct clients/donors at the warehouse, answer questions, and assist in client/donor service when they present at the warehouse
- maintain a complete and organized worklog for donor communication, enter data, maintain records, verify data on the database, and produce reports
- perform various administrative tasks (filing records, produce Word and Excel documents, send and reply to emails, answer phone calls and transfer calls, scan documents, update database, etc.)

Additional tasks

- produce management report for operations, donations, clients, etc.
- assist in outreach calls for furniture donors (stores, hotels, etc.)
- assist in fundraising efforts for fund donors (print letters, maintain records on the database, etc.)
- assist in program evaluation (enter data, produce reports, etc.)
- assist in social media presence (website updates, social media posts, etc.)
- coordinate supply record and purchase

Requirements:

- Bachelor's degree (preferably in the social sciences) – a must
- Fluent high-level English – writing, speaking, reading– a must
- Russian speaking – a must
- Hebrew speaking – very strong asset
- 1-2 years of experience in office management/coordination – a must

- 1-2 years of experience in client service or sales – a must
- Excellent ability for independent work, time management, and initiative
- Excellent organization, punctuality, attention to details, and patience
- Excellent computer orientation and knowledge: Outlook, Word, Excel, and databases (i.e. Sales Force)

Please send your resume to: jrcfd.hr@jrcc.org
Only relevant candidates will be contacted. No phone calls please.