



Job Title: Part-Time ReStore Intake Coordinator

Date Revised: July 16, 2026

Employment Status: Part-Time, Hourly, Non-Exempt

Location: 3140 Westerville Rd., Columbus, OH

Schedule: Monday through Friday, 1:00 p.m. to 5:00 p.m.; approximately 20 hours per week

Reports To: Full-time Donation and Ecommerce Manager

About Habitat MidOhio

Habitat for Humanity-MidOhio (Habitat MidOhio) is an Ohio non-profit housing organization working to solve the affordable housing crisis in the Central Ohio region. Established in 1987, Habitat MidOhio serves the communities of Franklin, Licking, and Madison Counties.

Mission Statement: Seeking to put God's love into action, Habitat for Humanity-MidOhio brings people together to inspire hope, build homes, empower families, and develop communities.

Position Summary:

The Part-Time ReStore Intake Coordinator provides administrative and customer service support to the Intake Department by assisting with donation scheduling, donor communication, and data entry. This position works closely with the Donation and Ecommerce Manager to ensure residential donation pickups, corporate donation inquiries, and customer communications are handled efficiently and professionally.

The ReStore Intake Coordinator serves as a point of contact for donors, answers questions regarding acceptable donations, assists with scheduling donation pickups, maintains accurate records in donor management systems, and supports daily intake operations. This role helps ensure a positive donor experience while contributing to the overall success of Habitat for Humanity-MidOhio ReStores.

Essential Duties and Responsibilities include, but are not limited to, the following:

- Assist the Donation and Ecommerce Manager with scheduling residential donation pickups and coordinating donation routes.
- Answer incoming donor calls and emails regarding donations, pickups, and ReStore donation guidelines.
- Identify potential donation opportunities and gather accurate information from donors.
- Schedule and confirm donation pickups in accordance with operational capacity and route availability.
- Return voicemails and donor inquiries in a timely and professional manner.
- Enter and maintain donor information and donation records within the donor management system.
- Assist with updating and maintaining donation scheduling calendars and route documentation.
- Communicate with drivers and operational staff regarding scheduled pickups and route changes.

- Provide donors with information regarding accepted and non-accepted donation items.
- Assist in following up on donation leads and referrals.
- Support intake-related reporting and administrative tasks as assigned.
- Maintain confidentiality of donor and organizational information.
- Contribute positively to the culture, mission, and values of Habitat for Humanity-MidOhio.
- Perform other duties and tasks as assigned.

Position Requirements

Education:

- High school diploma or equivalent required.

Experience

- Previous customer service, administrative, scheduling, or call center experience preferred.

Preferred Experience

- Experience supporting donation intake, logistics, retail operations, or nonprofit services is preferred.
- Experience using donor management, scheduling, customer relationship management, or similar database systems is preferred.

Knowledge, Skills, and Abilities

- Strong organizational and time management skills, with the ability to manage multiple tasks simultaneously.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office applications and the ability to learn donor management and scheduling systems.
- Strong attention to detail and accuracy in data entry and recordkeeping.
- Ability to work independently while collaborating effectively with team members.
- Ability to maintain professionalism when handling donor inquiries and concerns.
- Ability to read, write, and communicate effectively in English.
- Strong customer service skills and a commitment to providing a positive donor experience.

Other Requirements

- Part-time position averaging **20 hours per week**.
- Typical schedule is Monday through Friday from **1:00 p.m. to 5:00 p.m.**
- Hours may be adjusted as needed to support operational demands, donation volume, staff coverage, training, or special projects.
- Occasional flexibility may be required to support business needs.

Work Environment and Physical Requirements

- This position primarily operates in an office and customer service environment and requires regular use of computers, telephones, and standard office equipment.
- The employee must be able to sit, stand, and use office equipment for extended periods.
- The position also requires the ability to perceive the nature of sounds and receive detailed information through oral communication at normal speaking levels, with or without correction.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Habitat for Humanity-MidOhio is committed to building and retaining a diverse workforce. We strongly encourage qualified candidates of diverse backgrounds to apply. We believe inclusion and diverse perspectives strengthen our workplace and our community.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status, or any other protected characteristic under applicable federal, state, or local law.

Compensation & Benefits

Compensation: \$16 - \$18/hr.

We offer a comprehensive benefits package that includes:

- Generous paid time off
- 50% match 401(k) retirement plan up to 6% of base salary.
- Employee assistance program
- Parental Leave: Paid at 100% of regular (PT) base pay
 - Birthing Parents: Up to 12 weeks
 - Non-Birthing Parents: Up to 8 weeks
- And more!