



Donations + Production Lead

Hope Thrift: Tuckahoe

Reports to: Store Manager

Status: Part-Time (20 hours/week)

FLSA: Non-Exempt

Position Summary

The part-time Donations + Production Lead shares ownership of the complete donations and production pipeline at Hope Thrift, ensuring donated goods move efficiently from donor drop-off to the sales floor. This role leads the daily work of receiving, sorting, pricing, processing, and staging donated merchandise while creating systems that maximize quality, efficiency, and inventory flow.

As a ministry leader, the Donations + Production Lead also equips and encourages volunteers who serve throughout the production process, helping to create a culture where people are known, valued, and invited into meaningful service. This role serves as the functional co-leader of Hope Thrift's donations and production operation, providing clear ownership and accountability for one of the store's three core operational areas: donations and production, volunteer engagement, and the sales floor.

Working closely with the Store Manager and Volunteer Engagement Lead, this position plays a vital role in advancing Hope Thrift's mission by stewarding donated resources with excellence, developing volunteers, and creating an efficient production operation that supports the ministry and financial health of Retail Ministries.

Key Responsibilities

Co-Lead the Donations + Production Pipeline

- Along with the other part-time lead, oversee the complete production process from donor drop-off through merchandise reaching the sales floor.
- Establish and maintain efficient workflows for receiving, sorting, pricing, processing, staging, and inventory movement.
- Ensure donated items are processed accurately, consistently, and in accordance with Retail Ministries standards.
- Monitor production volume and adjust daily priorities to maintain healthy inventory flow.
- Maintain an organized, safe, and efficient production and backroom environment.
- Share ownership of pickup scheduling with Bellgrade store staff members.

Co-Lead Production Volunteers and Staff

- Along with the co-lead, provide day-to-day leadership, coaching, and encouragement to volunteers serving throughout the production process.
- Help train and develop production volunteers in partnership with the Volunteer Engagement Lead.
- Create a welcoming environment where volunteers feel valued, equipped, and connected to HOPE's mission.
- Delegate responsibilities appropriately while maintaining quality and accountability.

Ensure Operational Excellence

- Monitor quality standards for sorting, pricing, and merchandise preparation.
- Identify opportunities to improve workflow, efficiency, and production capacity.
- Maintain organized production areas, equipment, and supplies.
- Partner with the Store Manager to address operational needs and implement new procedures.
- Assist with store operations as needed while maintaining ownership of the production function.

Contribute to Ministry Leadership

- Model HOPE's mission, values, and culture in daily interactions.
- Build positive relationships with donors, volunteers, customers, and fellow staff members.
- Participate in staff meetings, training, and ministry initiatives.
- Support a collaborative team culture by working closely with the Store Manager, Volunteer Engagement Lead, and Floor Leads.

Qualifications

Required

- Demonstrates a growing relationship with Jesus Christ and supports Hope Church's mission and beliefs.
- Strong organizational and time management skills.
- Ability to prioritize work in a fast-paced environment.
- Experience leading people, volunteers, or teams.
- Excellent interpersonal and communication skills.
- Ability to lift and move donated merchandise throughout the workday.

Preferred

- Retail, warehouse, production, logistics, or thrift store experience.
- Experience supervising volunteers.
- Experience improving operational systems or workflows.

Success in This Role

A successful Donations + Production Lead will:

- Maintain an efficient and well-organized production pipeline from donation to sales floor.
- Create a welcoming, productive environment where volunteers enjoy serving.
- Ensure merchandise consistently reaches the sales floor in high quality.
- Build systems that support both current operations and future growth.
- Develop people while stewarding donated resources with excellence.

Schedule

- Two to three days per week, 9 am - 4:30 pm
 - Weeks One + Three: Tuesday, Thursday
 - Weeks Two + Four: Wednesday, Friday
 - One Saturday per month
- Additional hours will include:
 - Monthly team meetings
 - Wednesday staff devotions
 - One-to-ones with store manager
 - Store huddles
 - Occasional Monday shifts
- Participation in all-staff “All-In” days, including Christmas Eve and Easter Sunday

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