Donations Coordinator

Location: Distribution Centre, 8210 Yellowhead Trail NW, Edmonton, AB T5B 1G5

Full-time Permanent: Monday – Friday shifts

Closing date: Wednesday, November 18, 2026 11:59 PM

Habitat for Humanity Edmonton (Habitat Edmonton) is a charity operating in affiliation with Habitat for Humanity Canada and Habitat for Humanity International, whose vision is to see a world where everyone has a safe and decent place to live.

As well:

- Habitat Edmonton is a registered charity that brings communities together to help families, couples, and individuals build homes, communities, and hope.
- Habitat Edmonton is one of over 40 Canadian Habitats affiliated with Habitat for Humanity Canada, who in turn is governed by Habitat for Humanity International.
- In addition to being a registered charity, Habitat Edmonton facilitates home construction, manages a portfolio of affordable homes, empowers volunteers and homeowners, and operates a social enterprise that includes six stores.

Position

Habitat for Humanity Edmonton ReStore is seeking a **permanent full-time Donations Coordinator**. The Donations Coordinator supports the Manager, Product Acquisition and Logistics in the effective operations of the donations department, serving donors and other stakeholders in a friendly and proficient manner at Habitat for Humanity Edmonton (Habitat Edmonton).

Duties and Responsibilities

The Donations Coordinator assists in executing the overall daily operations of the Restore donations department. The Donations Coordinator works with the Manager, Product Acquisition and Logistics within a coordinated system to process the donations of goods to ReStore.

The responsibilities associated with this process are to:

- Understand all applicable Habitat Edmonton policies and procedures related to the role, be able to identify when they are applied and communicate these standards to coworkers and the public.
- Respond to phone calls, email, online submissions and in-person inquiries from prospective donors by:
    - directing donors to deliver donations to Habitat Edmonton's Restores.
    - scheduling pickups from donors' locations promptly, within the workday.
    - Communicate feedback from donors and other stakeholders to the Manager, Product Acquisition and Logistics.
- Understand the suitability (need, quality, requirements, limitations) of donations and communicate these conditions to prospective donors and the driving teams.
- Schedule truck routes using GPS software.
- Assign trucks and deliver morning routes to driving teams or a Distribution Centre designate, noting any potential issues or special considerations.
- Respond to product transfers, refuse and Quantum transfers in a timely manner.

- Perform timely monthly tracking of donations by creating day end totals for monthly reports, including Home Depot and other Habitat Canada donations, and daily donations dropped off by Distribution Centre teams.
    - Day end totals are to include item amounts and dollar value totals for every Habitat Edmonton ReStore location.
- Work with the Donations Warehouse Crew Lead, Manager, Product Acquisition and Logistics or their delegate to coordinate truck maintenance schedules with route schedules.
    - A related expectation is to record upcoming Habitat fleet appointments accurately, attaching notes describing findings for service carried out.
- Identify improvements to the technological and internal systems to sustain the needs of the department.
- Attend special events as an ambassador of the organization.
- Other duties as assigned.

The Donations Coordinator may need to fulfill some of the responsibilities of the Manager, Product Acquisition and Logistics in their absence.

Related Expectations

The related expectations of the position are to:

- Work collaboratively and cooperatively with the staff of the Donations Centre and ReStores, the Manager, Product Acquisition and Logistics, and the various leadership teams.
- Exercise excellent organizational and communication skills.
- Analyze logistic movements to maximize performance and promote department efficiency.
- Work towards an overall improvement in the quality and volume of items received.
- Provide confident and decisive customer service with clear communication, ensuring that every potential donor is served in a timely and courteous manner while understanding that each interaction creates a relationship, not only with that individual, but builds a reputation of service which extends to the public at large.
- Anticipate needs of donors, endeavoring to exceed the anticipated expectations of donors.
- Ensure exemplary customer service and stewardship is provided to donors, volunteers, and other stakeholders with whom the Donations Coordinator engages.
- Ensure that customers/donors are approached in a professional manner and in accordance with our ReStore G.U.E.S.T promise:
    - ❖ Greet: Seek out and engage customers.
    - ❖ Understand: ask about what brought them in and about the project they are working on.
    - ❖ Engage: Show respect before, during, and after the interaction.
    - ❖ Solve: Provide solutions for our customers or recommend another option if we are unable to meet their needs.
    - ❖ Thank: Show appreciation and thank the customer for thinking of ReStore.

Qualifications

Technical and Physical Competencies

- One year of logistics experience
- A good navigational understanding of greater Edmonton
- Excellent written and verbal communication skills
- Intermediate capabilities with smart phones and common computer software
- Bondable

Personal Competencies

- Strong customer service skills with an attitude of respect
- Strong interpersonal skills, especially as it relates to phone etiquette
- Confidence
- Decisiveness
- Excellent organizational skills (the ability to manage multiple projects simultaneously)

Alignment with Habitat for Humanity Edmonton Values

- Respect and the confident pursuit of excellence in everything we do.
- Working as One Habitat, leveraging collective experience towards common goals.
- Builds trust through every action made in integrity and with a compassionate heart.
- Passionately delivers quality experiences by taking full responsibility for our words, actions, and results.
- Serve as each other's biggest challengers and loudest supporters.
- View every decision through the lens of mission and sustainability.
- Embrace change as an opportunity to innovate and improve.
- Cultivate a safe and comfortable environment for all.

Benefits

- After a successful 3-month probationary review, the employee is entitled to a comprehensive benefit package including health, dental, vision, travel assistance, accidental death & dismemberment insurance, life & critical illness insurance.
- Short-term and long-term disability coverage is provided.
- Employer-sponsored RRSP/TFSA plan.
- Employee assistance program.
- Safe, respectful, and healthy work environment.

To apply for this position, please submit a cover letter and resume to Derek Paton, Manager, Product Acquisition and Logistics at dpaton@hfh.org In your cover letter or email, please indicate your salary expectation for this position.

We thank all applicants for their interest. Please note that only candidates who have been selected for an interview will be contacted.

Habitat Edmonton embraces diversity and equitable opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills, as we know that the more inclusive we are, the better our work will be. Our goal is to be a diverse workforce that at all job levels is representative of our community. This relates to all employment decisions, including those in connection with recruitment, hiring, training, promotion, compensation, benefits, termination, and other terms and conditions of employment. Habitat Edmonton ensures that all of our practices are in accordance with Alberta Human Rights Commission legislation and Alberta's Employment Standards Code.