



## **KRM Lexington Donations Coordinator (full-time)**

### **Agency Profile**

KRM Lexington is a non-profit refugee and immigrant services agency, assisting newcomers who are in the process of making Lexington their new home. Founded in 1990, KRM is a local affiliate the national network of agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. The KRM Lexington sub-office opened in 1998 and currently receives arrivals from Afghanistan, Burundi, Cuba, DR Congo, Haiti, Iraq, Rwanda, Syria, and Ukraine. With clients and staff of a variety of backgrounds, KRM proudly serves clients regardless of race, religion, ethnicity, national origin, gender, gender identity, or sexual orientation. We welcome job applicants from all backgrounds.

### **Donations Coordinator's Role**

The Donations Coordinator will ensure that KRM Lexington programs are well-supported by high quality in-kind donations. This includes household items and furniture, school supplies, cleaning supplies, hygiene items, diapers and baby items, winter coats, books, toys, vehicles, and other essential items that will be provided to KRM clients or used in KRM programming. Some of the role includes physical labor to move, organize and store items and help set up apartments. The Donations Coordinator will supervise a Move-In Specialist who physically moves items, sets up apartments, drives box trucks, etc. The Donations Coordinator is part of the Housing and Donations Team, and with the right candidate, this position has potential to be the Team Leader.

### **Essential Duties**

*In addition to their essential duties, all KRM Lexington staff are expected to participate in office life and office-wide efforts and initiatives from time to time, including working on special committees or events, pitching in to assist other staff during busy times or vacations, etc.*

### **Donations Solicitation**

- Assess the need for donated items

- Facilitate in-kind donations by keeping needs (and don't-need) lists updated, and liaising with individuals, groups, or businesses who may be interested in donating.
- Respond to donor communications through phone, email, and web inquiries
- Interface with donors, provide donation receipts and thank donors appropriately for their support.
- Work with groups, businesses, and individuals who conduct donations drives or who donate bulk quantities.
- Provide updates and stories of items needed or use of donations for web and social media as requested.
- Maintain Amazon wish lists and other sources of requests for donated items.

#### Donations Management and Reporting

- Coordinate/dispatch donation drop-offs or pickups
- Take overall responsibility for sorting, organizing and storing donated items, including supervision of volunteers or others who help sort and store items.
- Maintain the digital inventory system of items
- Report on the inventory and the value of donated items provided to clients, for reports to the Director, funders, auditors, monitors, or as otherwise requested.
- Schedule and dispatch KRM's Move-In Specialist staff person to donation pickups or housing setups as needed to ensure the most efficient movement of donated items.

#### Support to KRM Programs

- Work with the Housing Coordinator and Move-in Specialist to supply all newly rented homes for refugee arrivals with the full set of required supplies: furniture, dishes, cookware, lamps, linens, etc.
- Help the team with housing setups as requested (other staff, volunteers, and community groups also help with this).
- The Donations Coordinator will also work with staff across all KRM programs (not just housing) to determine additional donations needs for their programs.
- Work with other staff to help supply programmatic needs, such as seeking art supplies for art therapy programs, school supplies on request from the Youth Services staff, food gift cards as needed by Caseworkers, or bicycles for the Employment Team for clients living close enough to potential workplaces to bike, for example.

- Bundle donations for use by staff and clients, by creating hygiene kits, stuffed school supply backpacks, kitchen kits, new baby kits, etc.

Public Information and Advocacy (these tasks are shared with other staff)

- Speak with a variety of groups to inform and promote understanding of (and participation in) KRM programs. May include faith-based groups, college classes, clubs, community, groups, schools, etc. This responsibility is shared among several of the staff, and may be conducted in virtual formats as needed.
- “Table” at fairs or events highlighting non-profits in the community; engage with participants who want to learn more about KRM and refugee resettlement, answer questions, explain donation needs, assist people to sign up for volunteer opportunities, newsletter sign-ups, or other follow-up. This responsibility is shared among several of the staff.
- With other staff and designers, help develop content and materials for communicating donation needs and related agency needs, including flyers, handouts, videos, web and social media content, posters, presentations, advocacy packets, reports, articles, etc. (Other staff will design the materials; Donations Coordinator will provide the content).
- Help plan and organize fundraisers, community appreciation events, and other events to recruit, engage, and thank volunteers, interns, donors, and other community partners.

**Abilities and Skills Needed**

- Strong interpersonal skills, comfort in speaking with people, and the ability to express gratitude to donors, partners, visitors, volunteers, etc.
- Responsiveness and teamwork skills, including ensuring strong communication with colleagues, community members, inquiries, active donors, etc.
- Public speaking skills and effective communication style for speaking with groups and audiences.
- Computer skills including ability to learn new software and databases; the person in this position will use Excel and GoogleSheets heavily, among other applications.
- Ability to keep organized, well-documented, clear records and to pull summary reports from databases. New tracking systems may need to be developed, in consultation with other staff or the Director.
- Experience working with people of diverse nationalities, religions, languages, experiences and cultures
- Outstanding English writing skills. Other languages are beneficial as well.
- Commitment to diversity and social justice

**Additional Job Information**

This job is full-time and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days. Position is based in Lexington, KY with occasional travel to nearby areas. Duties will be conducted primarily during normal business hours, but some evenings or weekends will be required for speaking engagements and special events, and workweek time can be flexed when after-hours events happen. Currently, due to COVID-19 protocols, some work from home days are authorized, but office presence is required for at least part of each week. KRM Lexington has a staff vaccine requirement for COVID-19.

**To Apply**

Send a cover letter and resume to Mary Cobb, KRM Lexington Director, at [mcobb@krmlex.org](mailto:mcobb@krmlex.org). Applications will be reviewed and interviews held on a rolling basis until position is filled.