



Kentucky Refugee Ministries, Louisville
Donations Coordinator (full-time)

The Donations Coordinator oversees the provision of furniture and household items to refugee individuals and families resettled by Kentucky Refugee Ministries (KRM).

Under federal refugee resettlement guidelines, KRM is required to provide basic furnishings, personal care items, and clothing assistance to every individual before arrival in Louisville, KY. The primary responsibility of the Donations Coordinator is to secure donations of furniture and home goods, and to ensure all items are distributed to new KRM clients in a timely fashion.

The Donations Coordinator manages a team of two full-time employees who drive an 18-foot box truck around the greater Louisville area. KRM supporters contact the agency via phone, email, and website inquiries. The Donations Coordinator will field all of these requests, and will schedule appointments for large item pickups on KRM's truck as they see fit. Due to the high volume of inquiries, the Donations Coordinator must possess strong written and verbal communication skills.

In order to ensure all federal pre-arrival services are provided to refugees resettled by KRM, the Donations Coordinator prepares kits of household items on a weekly and as-needed basis. Once all household items are prepared, the Donations Coordinator schedules appointments for the box truck to deliver all home goods before families arrive. Scheduling these appointments requires attention to detail, organization, and collaboration with KRM's housing coordinator, case managers, moving team, and volunteers.

KRM stores all furniture and home goods in a 15,000 square-foot warehouse, which the Donations Coordinator is responsible for maintaining and organizing. Groups of volunteers are scheduled on a biweekly basis to help prepare kits of items for incoming families; the management of all volunteer activity in the warehouse is the responsibility of the Donations Coordinator.

Due to federal and local funding guidelines, the Donations Coordinator is also responsible for tracking all of the furniture, household items, and other non-financial donations made to the agency throughout the year. Monthly reports tracking in-kind donations received and allotted to individual refugee cases is mandatory for federal funding sources. Additionally, the Donations Coordinator must carefully document all expenses and maintain organized files of program expenditures.

Essential Duties

- Schedule large donation pickup appointments with individuals and organizations via phone, email, and through KRM's website portal
- Field all donor inquiries and communicate the agency's needs effectively to community partners
- Manage KRM's donations team (two full-time movers/drivers) and act as team leader for their daily activities; schedule all daily, weekly, and monthly tasks
- Communicate with KRM moving team, housing coordinator, and case management staff to ensure all required pre-arrival services are met before refugee families arrive
- Schedule deliveries of household items and furniture to newly-arriving refugee clients every week
- Coordinate with volunteers to shop for groceries and prepare apartments before refugee families arrive
- Prepare and maintain files of all necessary paperwork for purchased inventory, pre-arrival documents, and program expenses
- Maintain KRM's 15,000-square foot storage facility; ensure warehouse is organized and in compliance with fire safety regulations
- Lead groups of volunteers at KRM's warehouse
- Document all in-kind donations and purchased goods inventory (furniture and household items) on a monthly and yearly basis
- Generate reports for KRM accounting staff on a monthly and as-needed basis
- Update KRM's constituent database to track in-kind donations
- Organize donation giveaway events for clients

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service, one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States through the State Department's Refugee Admissions Program. Currently, KRM's Louisville office currently receives 275 to 330 newly-arrived refugees a year. KRM's Lexington office, opened in 1995, receives over 200 refugee arrivals a year.

KRM Louisville also currently serves 300 recently-arrived Cuban immigrants a year, as well as small number of individuals from various countries who have been approved for asylum and those applying for asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for refugees and immigrants preparing to apply for U.S. citizenship. KRM's Louisville office has an immigration legal services office with six full-time staff, including three attorneys, who provide a services to immigrants of all statuses.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Job Requirements

- College degree required
- Fluency in written and oral Spanish preferred
- Previous cross-cultural experience preferred
- Previous community outreach and/or logistics work preferred
- Computer skills including ability to learn new software; proficiency in Microsoft Office programs
- Ability to work with clients and staff of diverse nationalities, religions, languages, and cultures
- Public speaking ability/experience
- Excellent interpersonal skills and ability to communicate clearly and effectively with clients, partners, and staff
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Schedule, Compensation and Benefits

This is a full-time position, 40 hours a week. The schedule is Monday through Friday during normal business hours. Pay is commensurate with experience and background. Benefits: Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days.

To Apply

Submit a résumé and cover letter by Monday, April 29, 2019 to:

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
jkoehlinger@kyrm.org