



Title: Phone Desk Operator

Report to: Executive Director

About the Organization:

Mission of Deeds in Reading provides gently used furniture, household goods, kitchen essentials, and brand-new beds to people in need (called clients) free of charge. The organization is a volunteer-supported nonprofit. The seed for Mission of Deeds was planted when founder Tony Triglione learned that providing beds, furniture, and household goods was an underserved area of human services. In 1993, Tony bought a box truck and gave the new charity space in a building that housed one of his stores. A few volunteers joined, furniture inventory was accumulated, and social service organizations began to take note. We have had exponential growth since and now serve nearly 900 households in need per year. We continue to treat all clients and donors with the dignity and respect they deserve.

Role Overview:

Mission of Deeds is looking for a part-time Phone Desk Operator. This person will work in conjunction with our Communication Coordinators in managing inbound calls from donors and clients as well as reviewing a shared Outlook inbox. The ideal candidate will be available two (2) days a week for four (4) hours per day. No weekends. This is an on-site role.

Mission of Deeds is an equal opportunity employer and encourages applications from all qualified individuals of every race, color, religion, sexual orientation, gender identification or expression, ethnic or national origin, age, disability, veteran status, marital status, or any other factor unrelated to job requirements or job status.

Key Responsibilities:

- Handle inbound calls in tandem with Communications Coordinator. Schedule furniture pickups and client appointments. We receive a high call volume.
- Review incoming client referrals. You may need to follow-up with the referrer.
- Data entry required but minimal. Input client appointment information into a database.
- Write tax receipts for furniture pickups and make pickup confirmation calls



Qualifications, Skills and Attributes

- Passionate about the mission of Mission of Deeds
- Must have prior phone experience
- Ability to navigate difficult conversations
- Bilingual (Spanish and/or Portuguese) is preferred but not required. There is access to on-demand translators.
- Proficient with Outlook
- Organized
- Team player

Please forward your resume to:

David McIsaac
Executive Director
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