

Onboarding Packet

Donation Attendant



DA Onboarding Training Packet

Purpose

This document provides leaders with guidelines on how to onboard a Donation Attendant (DA).

How to Use this Packet

First Day Orientation

On the first day, DAs are required to complete new hire paperwork in HRSS, required training, and **Good Start Orientation (GSO) – Retail**. Required training and GSO are found in the LMS. Once they have completed these requirements, use this document to continue your team member's onboarding. Reference the [Online GSO – Process at a Glance](#) document for more information.

LMS Required Courses

Lists the required online computer-based training (CBT) a DA needs to take as part of his/her onboarding. All computer-based training (CBT) can be accessed through the LMS.

On the Job (OJT) Training

Print the On the Job Training (OJT) documents and give them to your team member.

Use the suggested activities in this section to guide your new team member's training.



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Job Shadow



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First Day Orientation – 3 to 4 hrs.



LMS Required Courses

Access the Learning Management System (LMS) to take the following required courses.

Compliance Training

- Workplace Violence Prevention (20:00)
 - Sexual Harassment Prevention for Employees (30:00)
 - Workplace Harassment for Employees (30:00)
 - Active Shooter Response (15:00)
 - Diversity and Inclusion in the Workplace (30:00)
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Asset Protection Training

- Code Adam (14:23)
 - Found Money and Employee Theft (12:00)
 - Shoplifting Prevention (11:10)
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Safety Training

- Bomb Threats & Suspicious Package Items (10:00)
- Gaylord Safety (3:05)
- Back & Lifting Safety (7:00)
- Fire Safety (15:00)
- Hazard Communication Standard (5:00)

Note: Additional training may be required. See your direct supervisor for more information.



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Safety Reminder: Have the DA meet with Safety Ambassador to review Personal Protective Equipment (PPE) guidelines. The Safety Ambassador or leader needs to provide PPE to the DA.

On the Job Training

Print and give the following documents to the team member:

- | | |
|--|---|
| <input type="checkbox"/> Production Room Terminology handout | <input type="checkbox"/> DA Picture Process Maps and Guidelines |
| <input type="checkbox"/> DA Quick Reference Guide | <input type="checkbox"/> Customer Service Guide |
| <input type="checkbox"/> In Store Donation Drive Quick Reference | <input type="checkbox"/> In Store Donation Drive PPM |
| <input type="checkbox"/> Picture Process Maps (PPM) – Furniture | |



- DA Role**
~ Duration: Varies

At the end of this OJT, learners will be able to:

- Perform DA job duties

Activity 1: Production Room Terminology and DA Overview

- Review the **Production Room Terminology** handout to learn thrift terminology.
- Review the **DA Picture Process Maps and Guidelines** and **DA Quick Reference Guide**.
- Review the **Retail Backup Picture Process Maps and Guidelines** and **Retail Backup Quick Reference Guide**.
- Manager needs to explain the differences between the DA and Retail Backup roles.
- Review the **In Store Donation Drive PPM** and **In Store Donation Drive Quick Reference**.

Activity 2: Customer Service Overview *(Use Customer Service Guide for this section)*

- Read the **Customer Service Guide** to see how you can deliver the highest level of customer service to our customers and donors.
- Observe a team member delivering a store announcement.
- Role-play scenarios that relate to your role with your direct supervisor.
- Watch someone speak to a customer about the Change Campaign.



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Activity 3: Observe Donor Experience Process

Another team member demonstrates and explains the donor experience process.

- How to receive donation(s) and place in correct gaylord.
- How to identify and properly handle hazardous and/or recalled items and place in correct location. Give hazardous items/drop-off location list to donor, if applicable.
- Fill out the Daily Donor Log to count donation(s).

Activity 4: Demonstrate Donor Experience Process

Team member observes you demonstrating the donor experience process.

- Receive donation(s) and place in correct gaylord.
- Identify and properly handle hazardous or otherwise recalled items and place in correct location. Give hazardous items/drop-off location list to donor, if applicable.
- Fill out the Daily Donor Log to count donation(s).

Activity 5: Labeling gaylords

- Practice properly labeling gaylords.

Activity 6: Loading/Unloading Trailers and Straight Truck Guidelines

- After receiving forklift certification, practice loading and unloading trailers and straight trucks according to guidelines.

Activity 7: Furniture

- Print and review the **Picture Process Maps (PPM) – Furniture** document.
- Write up a furniture slip.
- Answer questions on how/when/how long to hold sold items.



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Forklift Certification

~ Duration: 3 to 4 hours

At the end of this OJT, learners will be:

- Certified to use the forklift.

Activity 1: Get Forklift Certified

- Watch **Forklift Operations – Walkie Stacker Safety** CBT (in LMS) – duration is 30 min
 - Attend **Forklift Operations Certification** class (in person) – duration is 2 to 4 hours
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