



Big Brothers Big Sisters of Rhode Island
The Donation Center Foundation of Rhode Island

Site Attendant

Reports To: Donation Center Operations Coordinator

FLSA Status: Non-Exempt

Primary Location: Drop Off Site

Team Assignment: DC Field

Date Created: April 7, 2026

Revision Date: June 11, 2026

Core Job Description – All BBBSRI/DCFRI Staff

Every employee at Big Brothers Big Sisters of Rhode Island and the Donation Center Foundation of Rhode Island (herein referred to as BBBSRI) contributes to our Mission: To *create and support one-to-one mentoring relationships that ignite the power and promise of youth.*

Core Responsibilities

The following responsibilities apply to all positions and employees of BBBSRI:

1. Mission Alignment and Respect

- Actively promote and model the organization's mission, values, and commitment to cultural humility in all interactions.
- Treat all colleagues, youth, families, and community members with dignity.

2. Collaboration, Communication, and Partnership

- Work cooperatively with colleagues across departments and functions, sharing information and resources to achieve organizational goals.
- Maintain open, respectful, and solution-focused communication.
- Collaborate effectively with internal teams, families, volunteers, and community partners.
- Build relationships that strengthen our collective ability to serve youth.

3. Accountability and Performance

- Own responsibilities and meet commitments with consistency and reliability.
- Meet or exceed performance goals and deadlines relevant to your role.
- Deliver high-quality outcomes and uphold strong standards of service.
- Take ownership of outcomes, address challenges proactively, and seek opportunities for improvement.

4. Integrity and Professional Conduct

- Act honestly, transparently, and ethically in all actions and decisions.
- Demonstrate professionalism in dealings with colleagues, participants, partners, and the community.



Big Brothers Big Sisters of Rhode Island
The Donation Center Foundation of Rhode Island

- Follow all organizational policies, procedures, and compliance requirements.

5. Safety, Health, and Compliance

- Prioritize and maintain safe environments and practices.
- Uphold all safety, confidentiality, and child protection standards.
- Proactively identify and respond to any risks to participants, staff, and community stakeholders and report concerns promptly.

6. Stewardship of Resources

- Use organizational resources, including time, funds, materials, and equipment, responsibly and efficiently.
- Ensure resources are directed toward activities that advance the Mission and serve the community effectively.

7. Additional Expectations

- Perform other duties as assigned to meet organizational needs, including supporting functions or projects outside your primary role when necessary.
Participate in Mission-supporting activities, which may include fundraising or community engagement, as appropriate to the role.

Role-Specific Addendum

This role aligns with the organization's Task-to-Role Matrix, which informs responsibilities and may evolve over time in response to organizational needs. The Task-to-Role Matrix can be accessed at any time by emailing HR@bigsri.org and is stored on a shared accessible drive. The following section outlines the responsibilities, skills, and required qualifications specific to this role.

Role Purpose

The *Site Attendant* is responsible for supporting social enterprise operations by performing assigned duties that contribute to safe, efficient, and compliant donation center activities in support of the organization's Mission and organizational goals.

Primary Functional Domain(s):

- ☐ Program Operations & Service Delivery
- ☐ Advancement & Fundraising
- ☒ Donation Center & Social Enterprise Operations
- ☐ Finance & Accounting
- ☐ Human Resources & Talent Management



Big Brothers Big Sisters of Rhode Island
The Donation Center Foundation of Rhode Island

- ☐ Governance & Board Relations
- ☐ Communications, Marketing & Brand
- ☐ Data, Systems & Technology
- ☐ Facilities, Safety & Risk Management
- ☐ Strategy, Planning & Organizational Development
- ☒ External Relations & Partnerships
- ☐ Administrative & Executive Support

Decision-Making Authority (Select One):

- ☒ **Individual Contributor** – Makes routine decisions related to assigned responsibilities and daily workflows in accordance with established policies and supervisory direction.
- ☐ **Manager/Supervisor** – Exercises independent judgment in managing day-to-day operations and staff within established policies and approved plans.
- ☐ **Director** – Makes operational decisions within approved budgets and organizational policies; escalates decisions with organization-wide impact.
- ☐ **Executive** – Provides executive-level decision-making within assigned functional areas in alignment with organizational strategy and Board-approved parameters.

Supervisory Scope

- ☒ No direct reports
- ☐ Supervises individual contributors
- ☐ Supervises managers/supervisors
- ☐ Executive oversight

Essential Functions:

The Core Accountabilities listed below represent the essential functions of this role.

Core Accountabilities

5–8 primary outcomes for which this role is accountable.

Delivery & Execution

Delivers daily drop-off site operations by greeting donors/customers, receiving items, supporting basic transactions, and assisting with loading/unloading as needed.

Maintains donation bins and site appearance by clearing, cleaning, and organizing bins and surrounding areas to support a safe, neat, and welcoming donor experience.



Big Brothers Big Sisters of Rhode Island
The Donation Center Foundation of Rhode Island

Quality, Compliance & Safety

Follows all safety procedures and site protocols, ensuring safe handling of donations, proper use of equipment, and maintaining a clean and organized environment.

Ownership & Stewardship

Owns the day-to-day supervision of assigned drop-off areas, ensuring smooth operations, proper flow of donations, and accountability for site readiness.

Collaboration & Team Contribution

Supports drivers and field team operations by coordinating during pickups, assisting with loading, and working as part of the DC Field Team to ensure efficient workflow.

Communicates clearly with team members and supervisors regarding site activity, issues, and support needs, ensuring timely and accurate information sharing.

Improvement/Continuity

Demonstrates reliability and professionalism by following direction, participating in team processes, and contributing to a positive customer and team environment.

Note

This job description does not state or imply that these are the only duties to be performed by the employee in this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested by individuals authorized to assign such work. The essential functions of this role include, but are not limited to, the responsibilities outlined above. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- ☒ High School Diploma or GED required*
- ☐ Bachelor's Degree required* in [Click or tap here to enter text.](#)
- ☐ Master's Degree required* in [Click or tap here to enter text.](#)
- ☐ English language proficiency
- ☒ Commitment to equity, inclusion, and the Mission of BBBSRI.
- ☐ Other: [Click or tap here to enter text.](#)

**Equivalent experience may be considered in lieu of formal education unless otherwise required by law or regulation.*

Required Competencies:

- ☐ Expertise in [Click or tap here to enter text.](#)
- ☐ Other: [Click or tap here to enter text.](#)



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The Donation Center Foundation of Rhode Island

Leadership Expectations:

- ☐ Members of the Leadership Team are accountable for outcomes but are not expected to execute all operational tasks personally. Effective delegation, supervision, and system oversight are core expectations of the position.
- ☐ Other:

Physical/Other Demands:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- ☒ Typical office environment, noise level is typically moderate
- ☒ Warehouse environment, noise level is moderate to loud
- ☒ Occasional evening/weekend work
- ☒ Able to travel locally for work/has own transportation
- ☐ Valid Driver's License
- ☐ Working and insured personal vehicle
- ☐ Able to lift up to 25 lbs.
- ☒ Able to lift up to 50 lbs.
- ☒ This position requires the use of a personal smartphone, during scheduled working hours only, to access organization-approved applications for business communication (e.g., phone calls, messaging).
- ☒ Exposure to outside weather conditions
- ☒ Able to use phones, computers, fax machines, and other general office machinery
- ☐ Must pass Department of Transportation exam
- ☒ Regularly required to stand, walk, and sit
- ☒ Regularly required to use hands and fingers to reach, feel, lift, type, and write
- ☒ Regularly required to balance, stoop, kneel, or crouch
- ☒ Regularly required to engage in lengthy conversations in English

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.



Big Brothers Big Sisters of Rhode Island
The Donation Center Foundation of Rhode Island

I have read the above job description and have had the opportunity to ask questions to clarify any part of it that is unclear to me. I understand what is expected of me in this position.

Printed Name of Employee

Employee Signature

Enter Date text.

Date

For Internal Purposes Only:

Approved by the CEO 06/11/2026

All signed job descriptions should be sent to HR@bigsri.org and will be filed into the employee's personnel file. A copy should also be given to the employee by the hiring manager.

If this job description is being archived by HR, ensure an updated description is filed and enter date of archive and initials here