



Warehouse & Program Manager

Houston Community ToolBank:

The Houston Community ToolBank is a 501c3 nonprofit tool lending program that empowers fellow nonprofits to tackle community-based projects throughout the region. Toolbank borrowers are not only mainstream nonprofits, but also schools, faith-based organizations, neighborhood associations and many others. Access to ToolBank inventory relieves the burden of purchasing, storing, maintaining and repairing the items essential to projects and events. In a sector that consistently faces constraints of time, personnel and budget, our tools allow organizations to achieve their varying, passionate visions for thriving community

The Houston ToolBank maintains a 9,000 sq. ft. warehouse in East Houston and an inventory comprised of more than 200 different types of tools and equipment in volumes large enough to equip thousands of volunteers at a time. In 2017, the ToolBank lent out over \$3.4 million in tool value and equipped 56,000 volunteers.

The Houston Community ToolBank officially opened its doors to the not-for-profit community in October 2014, as an affiliate of Atlanta-based ToolBank USA, the parent organization of a national network of ToolBanks. The Houston ToolBank is modeled after the highly successful Atlanta Community ToolBank, which has served greater Atlanta's not-for-profit sector for more than 20 years. The Houston ToolBank is an independent affiliate of the ToolBank network, governed by a local board of directors, and relies solely on local funding to fulfill its mission.

Description:

The Warehouse & Program Manager is responsible for implementing and executing various duties associated with the tool lending program. The Manager will create an overall vision for the ToolBank program based on the ToolBank's strategic plan and mission. Working closely with the Executive Director, the manager will implement strategies to promote tool lending in the community. In addition, the Manager will oversee day-to-day tool lending activities which include: scheduling pick ups and drop offs with borrowing agencies, fulfilling orders, interacting with borrowers and maintaining an organized inventory.

The manager will oversee warehouse activities and implement a regular schedule from which he or she can make recommendations to the Executive Director. The manager will assist with strategy of both member agency retention/procurement and volunteer coordination. The manager will work closely to determine scope and extent of volunteer and outreach activities. During volunteer activities, the manager will plan and supervise suitable activities for volunteer groups of different sizes and skills. The manager may also be called upon to participate in a variety of other areas of program and warehouse support.

Scope of Duties:

Term: Full-Time

Salary: Starting at \$30,000 per year, Negotiable Based on Experience

Target Start Date: September 2018

The Warehouse & Program Manager will report directly to the Executive Director. He or She will be responsible for completing a successful tool lending and volunteer program. Responsibilities will include, but not be limited to, the design and implementation of a platform to enhance the ToolBank brand in the community as well as establishing a

program to reach and retain potential clients. He or She will interact with the community and communicate the mission of tool lending to Houston and surrounding areas. The work schedule is full-time with a 40 hour week. Even though the warehouse is closed on the weekends, some weekend time may be necessary on occasion.

The Warehouse & Program Manager will be responsible for:

Warehouse Operations and Program Management

- Manage and Directs the Tool Lending Program
- Actively preserve the inventory of the ToolBank
- Maintain effective logistics for tools and materials, donated items, and other items going in and out of the warehouse
- Process tool and material donations, determine appropriate program distribution
- Maintain accurate records of agency transactions and evaluative data
- Provide courteous, prompt service to all volunteers, customers, community partners, and visitors
- Provide front-line customer service in the absence of Executive Director

Warehouse Management

- Supervise warehouse usage, operations, equipment maintenance, etc.
- Maintain clean, safe and professional appearance of entire warehouse area, including the ToolBank grounds
- Oversee Warehouse Security – first point of contact for all security issues & protocol, including Security Company
- Determine tasks necessary to maintain 5S protocol

Volunteer Coordination

- Collaborate with ToolBank Staff to generate program-driven volunteer opportunities in the warehouse
- Manage group volunteer projects that meet the needs of both the ToolBank and volunteer groups
- Maintain prompt follow-up and accurate records of volunteer activity as required
- Cultivate increasingly engaging relationships between the ToolBank and the volunteers

Special Projects

- Provide leadership and project planning for events relating to the ToolBank warehouse
- Attend various off-site volunteer events

Miscellaneous

- Support the daily operations of all ToolBank programs as necessary
- Participate in agency fundraisers
- Attend and Participate in Program Committee Meetings
- Use of Tool Tracking System (LFNt), Salesforce, Outlook and other software programs as required
- Understanding and commitment to the Houston Community ToolBank mission and vision

Qualifications:

- Attention to Detail and Accuracy
- Ability to interact with volunteers, clients, staff and board members in a friendly, courteous and professional manner
- Self-starter with strong organizational and time management skills
- Ability to multi-task and adhere to deadlines
- Strong communication skills – in-person, by phone, and written correspondence
- Proficient in Office and Web software
- Ability to lift 40 lbs.

To apply:

Please send resume and cover letter to executive director Erika Hornsey at erika.hornsey@toolbank.org