

Houston Community ToolBank Operations Coordinator Position Description

The Houston Community ToolBank is a 501c3 nonprofit tool lending program that provides fellow not-for-profit organizations with year-round access to an inventory of tools to support all aspects of nonprofit mission-focused activities and operations. We provide tools to enhance the charitable sector's capacity to serve, facilitating hands-on volunteerism in the greater Houston area.

The Houston ToolBank maintains a 9,000 sq. ft. warehouse in East Houston and an inventory of more than 300 different types of tools and equipment in volumes large enough to equip thousands of volunteers at a time. Access to ToolBank tools eliminates the need for agencies to incur the expense of purchasing, repairing, and storing tools, reducing the costs associated with service projects and allowing these agencies to focus more of their resources on their mission.

The Houston ToolBank is an affiliate of ToolBank USA, the 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 30 years. Though an affiliate of the ToolBank network, the Houston ToolBank is independently operated, governed by a local board of directors, and relies solely on local funding to fulfill its mission.

Scope of Duties:

Term: 35-40 hours per week, depending on warehouse and delivery needs

Standard Schedule: Monday - Friday, 8 AM - 5 PM. Night and weekend hours as needed and with notice.

Salary: \$18.00 per hour

Target Start Date: ASAP

The Operations Coordinator will be responsible for supporting the Operations Director in completing a successful tool lending and delivery program. The position will transport tool orders from our East Houston warehouse to shipping containers in Angleton, Beaumont, Conroe, Galveston, Richmond, and West Houston. This role is also responsible for the efficient flow of products throughout the Tool Lending Program. This includes the functions of receiving, picking, packing, shipping, staging, transporting, storage, delivery, etc.

The position is based out of our main warehouse at 1215 Gazin St., Houston, TX 77020.

Responsibilities:

- Successfully handle and deliver tools through the use of a 16ft Ford F550 box truck and pickup truck
- Safely drive, load, and unload orders, and maintain remote storage containers as required in all weather conditions
- Ability to drive multiple hours a day and work in a physically demanding environment
- Work with support team to provide exceptional customer service and address customer concerns
- Ability to function calmly in a multi-tasking environment
- Follow local and state driving laws and road regulations
- Use ToolBank's order software to manage and process orders
- Oversee day-to-day tool lending activities which include: fulfilling orders, front-line customer service, and maintaining an organized inventory
- Actively preserve the inventory of the ToolBank through self-directed warehouse activities
- Maintain effective logistics for tools and materials, donated items, and other items going in and out of the warehouse
- Provide courteous, prompt service to all volunteers, customers, community partners, and visitors
- Maintain clean, safe, and professional appearance of the entire warehouse area, including the ToolBank grounds
- Maintain good professional work habits including reporting to work on time and adhering to standard work policy and safety procedures.
- Support all warehouse and operational tasks, as needed

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Job Requirements (Minimum):

- High School Diploma or GED
- Authorized to work in the United States
- 21 years of age or older
- Must be able to speak and read English, Spanish proficiency is strongly preferred
- Valid driver's license with knowledge of state driving laws
- Must consent to background and driving record check, with a clean driving record
- Ability to work independently as well as part of a team with a collaborative attitude
- Ability to work in a physically demanding environment
- Support ToolBank special events and fundraisers
- Support the daily operations of all ToolBank programs as necessary, including volunteer projects
- Use of Tool Tracking System, Salesforce, Outlook, and other software programs as required, training provided.
- Understanding and commitment to the Houston Community ToolBank mission and vision
- **ADDED SKILL SETS A PLUS:** Spanish speaker, Warehouse Experience, ForkLift Certification, Basic Tool Repair & Maintenance, Woodcutting or Carpentry Experience, Previous CDL, Delivery Experience, Dispatch, Auto/Truck/Engine Repair, Military Veteran

Physical Requirements:

- Must be able to lift a maximum of 50 lbs repeatedly during an 8-hour work shift
- Must be able to walk, climb stairs, reach overhead, squat, bend, kneel, stoop, and crouch repeatedly during an 8-hour work shift

Employment Opportunity Includes:

- Benefits including: 401K and QSEHRA Healthcare Reimbursement, eligible at 90 days of employment
- 14 days paid holiday per year, including the week between Christmas and New Years'
- 10 days (80 hours) of PTO, eligible at 90 days of employment

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. To apply, please email resume to Marly Maskill at marly.maskill@toolbank.org. Email Marly with any questions regarding the position.