



## **Program and Operations Manager**

**Date:** December 2017

### **Purpose of Position**

Manages tool lending program (including oversight of tool lending activities and tool inventory) and warehouse operations. Works with Executive Director to identify and manage volunteer activities and provides support to ToolBank special events. Manages facility maintenance and ensures security of the building and grounds.

### **This Position Reports to the Executive Director**

#### **Program Management –**

- Actively preserve and maintain the inventory of the ToolBank.
- Provide assistance for member agency tool orders by pulling tool orders; helping to load and unload vehicles; and completing tool order fulfillment using an online tool tracking system.
- Process tool returns; put returned tools back in inventory and ensure tools are clean and stored neatly.
- Maintain tool inventory through accuracy of tool transactions, tool storage, minor tool repairs and tool branding.
- Provide courteous, prompt service to all volunteers, customers, community partners, and visitors.
- Maintain accurate records of agency transactions and evaluative data. (invoices/payments/monthly reporting)
- Participate as needed with light construction projects.
- Process tool and materials donations, determine appropriate program distribution
- Work with ToolBank Staff to generate program-driven volunteer opportunities in the warehouse.
- Provide assistance with volunteer projects that meet the needs of both the ToolBank and volunteer groups.
- Assist in cultivating increasingly engaging relationships between the ToolBank and the volunteers.

#### **Warehouse Operations –**

- Maintain cleanliness, safety and overall professional appearance of entire warehouse area, including the ToolBank grounds.
- Work collaboratively with other ToolBank staff for effective service delivery and building maintenance.
- Complete weekly warehouse tasks as directed by ED
- Maintain effective warehousing logistics for tools and materials, donated items, and any other items going in and out of the warehouse.
- Security of Warehouse-includes being first point of contact for all security issues and protocol, including Security Company
- Supervise facility usage, operations, equipment maintenance, etc.

#### **Special Projects –**

- Provide leadership and project planning for events relating to the ToolBank warehouse.
- Additional tasks as assigned.



### Qualifications –

- High School Diploma; Knowledge of tools is desired
- Basic Computer skills in Microsoft Office Products (Sales Force program experience preferred)
- Ability to lift 40#
- Ability to communicate clearly to clients and volunteers both in person and by phone
- Attention to details and accuracy
- Ability to interact with volunteers, clients, staff, board members in a friendly, courteous and professional manner

### Compensation & Benefits –

- Salary commensurate with experience and designed to grow with organization capacity
- Health Insurance
- Additional time off at end of year when ToolBank is closed for the Holidays.

### Apply Now:

- **Please send resume and cover letter to Kat Pepmeyer at [Kat.pepmeyer@toolbank.org](mailto:Kat.pepmeyer@toolbank.org) or call 513-246-0015 for questions**