



Program Manager Job Description

Organizational Background: The Charlotte Community ToolBank is a nonprofit tool lending organization that provides charitable groups with year-round access to an inventory of tools and special event equipment. Access to ToolBank tools eliminates the need for agencies to incur the expense of purchasing, repairing, and storing tools and special event equipment thus reducing the costs associated with fulfilling their mission.

The Charlotte ToolBank maintains an 8,000 sq. ft. warehouse in South End. Our inventory is comprised of more than 250 different types of tools and special event equipment in volumes large enough to equip hundreds of volunteers at a time. In 2017, we equipped 61,000 volunteers with tools and special event equipment valued at \$1.36 million. Our member agencies pay a handling fee of 3% of the retail value of the items borrowed.

The Charlotte ToolBank is an affiliate of ToolBank USA and is independently operated, governed by a local board of directors, and relies solely on local funding to fulfill its mission.

Purpose of Position:

Manage Tool Lending Program, including warehouse operations and volunteer coordination.

Time Commitment for Position:

This will be a full time, exempt position reporting the Executive Director. The days of work will be determined by the Executive Director, but will generally be Monday-Friday 8am to 5pm, however, some evening and weekend hours may be required.

Warehouse Operations and Program Management:

- Manage and direct all aspects of the ToolBank's Tool Lending Program, including supervision of warehouse staff
- Serve as the liaison between the ToolBank and our member agencies, including recruiting new, reengaging lapsed, and supporting existing member agencies
- Ensure tool orders are accurately processed and billed while providing courteous, prompt service
- Maintain effective logistics for tools and materials, donated items, and other items going in and out of the warehouse
- Supervise facility usage, operations, and equipment maintenance
- Maintain clean, safe and overall professional appearance of entire facility area, including the ToolBank grounds
- Use Tool Tracking System, Salesforce, Outlook, and other software programs

Volunteer Coordination:

- Work 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
- Cultivate engaging relationships between the ToolBank and the volunteers



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Miscellaneous:

- Articulate the ToolBank's value and mission along with promoting its programs and services in the greater Charlotte area
- Participate in ToolBank fundraisers
- Other duties as assigned

Required Qualifications:

- 3+ years of progressive work experience
- Ability to communicate clearly and effectively to member agencies, volunteers, staff and board members in person, by phone, and in writing
- Attention to detail
- Ability to interact with member agencies, volunteers, 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
- Proficiency in Microsoft Office and web based programs
- Ability to move heavy and large inventory (e.g., generators)
- High School diploma, or GED required

Desired Qualifications:

- Familiarity with tool types and their usage including hand, power, and landscaping as well as special event items including projectors, tents, tables, and chairs
- Tool maintenance and repair knowledge
- Some college coursework, Associate's or Bachelor's degree

Work Environment:

The ToolBank facility is a warehouse setting. It is not conditioned. Indoor temperatures can be relatively extreme, and the environment can be dirty. The noise level in the work environment is usually moderate.

Physical Demands:

Must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and distance vision. While performing the duties of this job, the employee is constantly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

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

To apply, send your resume and completed application to Charlotte@toolbank.org. [Click here for the application](#) or visit www.charlotte.toolbank.org. No phone calls please.