



Warehouse Coordinator 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:

Assist with the ToolBank's tool lending program, maintain lending inventory, and general warehouse operations.

Time Commitment for Position:

This is a part-time position with a minimum of 20 hours per week. The days and hours of work will be determined by the Executive Director. Generally the work hours be Monday, Wednesday and Friday during the hours of 8am to 5pm, however, there is some flexibility with the schedule. Some evening and weekend hours may be required.

Tool Lending Program:

- Process tool orders made by member agencies (clients)
- Process tool returns and put returned tools back in inventory
- Schedule tool pick up and return appointments
- Assist member agencies with loading and unloading tools and equipment
- Process tool and materials donations as directed by the Executive Director
- Provide courteous, prompt service to all member agencies, volunteers, community partners, and visitors

Facilities Operations:

- Actively preserve the tool lending program by routinely inspecting and maintaining tools, and by providing minor tool repairs and tool branding as needed
- Maintain inventory accuracy by conducting periodic inventory counts
- Maintain cleanliness, safety and overall professional appearance of entire warehouse area
- Work collaboratively with the Executive Director for effective service delivery and building maintenance



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Miscellaneous:

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

Required Qualifications:

- Ability to perform routine maintenance tasks on tools and equipment
- 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:

- Small engine repair skills
- Background in construction, landscaping, skilled trades, warehouse operations, and/or hands-on-service project management

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