



Warehouse Coordinator Job Description

Organizational Background: The Charlotte 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 265 different types of tools and special event equipment in volumes large enough to equip hundreds of volunteers at a time. Since opening in 2011, ToolBank has delivered more than \$8.5 million dollars in tools and special event equipment to 275,000 volunteers working on 12,000 projects with more than 735 charitable organizations. 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 including processing tool orders and interacting with member agencies (clients), maintain lending inventory including repairs and maintenance, and general warehouse operations including keeping a clean, organized warehouse and completing building maintenance.

Time Commitment for Position:

This is a full time position with work hours of Monday through Friday from 8am to 5pm. Some evening and weekend hours may be required.

Tool Lending Program:

- Gather and prepare tool orders for member agencies (clients)
- Process tool returns and put returned tools back in inventory
- Schedule tool pick up and return appointments for member agencies
- Collect payment at pick up or invoice as required
- 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 manage 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



Warehouse Coordinator Job Description

Miscellaneous:

- Promote the ToolBank's value and mission along with our 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.