



Program Associate Job Description

To apply, send your cover letter and resume to Charlotte@toolbank.org.
For more information about the ToolBank, visit www.charlotte.toolbank.org. No phone calls please.

Benefits and Compensation:

- The hourly rate for this full-time position is \$20/hour.
- Simple IRA, with a match
- Healthcare reimbursement
- Paid time off and holidays

Time Commitment for Position: This will be a full-time, non-exempt hourly position reporting to the Program Manager. The days of work will be Monday-Friday with typical hours between 8am and 5pm. Some evening and weekend hours may be required.

Purpose of Position:

Assist with the ToolBank's tool lending program by coordinating communication regarding tool orders, managing invoicing, and interacting with member agencies (clients) to welcome them to the ToolBank and maintain their accounts. This position will also assist warehouse operations including preparing tool orders and processing return orders.

Responsibilities:

Tool Lending Program

- Confirm tool orders for member agencies
- Provide project management support to member agencies to ensure they select the correct item and quantity for their project/event
- Invoice member agencies as required
- Communicate effectively with member agencies prior to order pick up and return
- Process new member agency applications
- Provide courteous, prompt service to all member agencies, volunteers, community partners, and visitors

Inventory Operations

- Actively work with Program Manager to manage inventory levels based on demands
- Maintain inventory accuracy by conducting periodic inventory counts
- Work collaboratively with the Program Manager to develop wish list of requested items

Miscellaneous

- Support volunteers and volunteer groups who give their time to the ToolBank
- Promote the ToolBank's value and mission along with our programs and services in the greater Charlotte area
- Support our Tool Rush tool sale including pricing, donation organization, and assisting customers
- Participate in ToolBank fundraisers
- Other duties as assigned



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Work Environment and Physical Demands:

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.

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.

Required Qualifications:

- Customer service and/or client relationship management
- Ability to communicate clearly and effectively by phone, and in writing
- Attention to detail
- Ability to interact with member agencies, volunteers, and staff 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
- High School diploma, or GED required

Desired Qualification:

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

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, which eliminates the need for agencies to incur the expense of purchasing, repairing, and storing tools and special event equipment. Our member agencies pay a handling fee of 5% of the retail value of the items borrowed.

We maintain an 8,000 sq. ft. warehouse in South End. Our inventory of more than 13,000 items falls into over 350 different types of tools and special event equipment. Since opening in 2011, ToolBank has delivered nearly \$16 million in tools and special event equipment to over 400,000 volunteers working on 19,000 projects with more than 1,050 charitable organizations.