



Warehouse Coordinator Job Description

To apply, send your [completed application](#) and resume (optional) to Charlotte@toolbank.org.
No phone calls please. To learn more about the ToolBank, visit www.charlotte.toolbank.org.

Compensation and Benefits:

- Pay rate of \$20/hour
- Simple IRA, with a match
- Healthcare reimbursement

Time Commitment for Position: This will be a full-time, non-exempt hourly, eight hours a day, position reporting to the Program Manager. Normal work hours will fall between 8am – 6pm Monday to Friday and will be set with the Program Manager. Some evening and weekend hours may be required.

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.

Responsibilities:

Tool Lending Program

- Gather and prepare tool orders for member agencies (clients)
- Process tool returns and put returned tools back in inventory
- Collect payment at pick up
- Assist member agencies with loading and unloading tools and equipment
- Process tool and materials donations
- Provide courteous, prompt service to all member agencies, volunteers, community partners, and visitors
- Work collaboratively with the Program Manager for effective service delivery

Inventory Operations

- Routinely inspect and maintain inventory items including providing minor tool repairs
- Maintain inventory accuracy by conducting periodic inventory counts
- Maintain cleanliness, safety and overall professional appearance of entire warehouse area

Miscellaneous

- Maintain building and grounds maintenance
- 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 the daily operations of all ToolBank programs as necessary
- 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:

- Ability to perform routine maintenance tasks on tools and equipment
- 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
- Ability to move heavy and large inventory (e.g., generators)
- High School diploma, or GED required

Desired Qualifications:

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

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 14,000 items falls into over 390 different types of tools and special event equipment. Since opening in 2011, ToolBank has delivered nearly \$14 million in tools and special event equipment to over 400,000 volunteers working on 20,000 projects with more than 1,100 charitable organizations.