

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.

Who we are:

The Charlotte ToolBank is a small, tight-knit team that believes in the power of tools, volunteers, and nonprofits to build stronger communities. Our warehouse might be a little dusty, but our energy is bright, welcoming, and fun. We work hard, laugh often, and genuinely enjoy supporting the thousands of volunteers and organizations who trust us to fuel their impact.

You're perfect for this role if:

- You're outgoing, personable, and comfortable talking to anyone on the phone, by email, over text, or on social media.
- You can make even the less than glamorous volunteer tasks feel meaningful, fun, and appreciated because they are.
- You love telling stories that highlight impact.
- You're a few steps ahead by anticipating needs, planning next steps, and staying organized.
- You're chill, respectful of everyone, and thrive when no two days are the same because they aren't.
- You enjoy being creative and rolling up your sleeves to make good things happen.

Purpose of Position:

- Own communications with ToolBank member agencies (our clients).
- Coordinate and grow the ToolBank's volunteer program.
- Manage ToolBank's social media and storytelling.
- Assist warehouse operations including preparing tool orders and processing return orders as needed.

Responsibilities:

Member Agency Communications

- Serve as the main point of contact for our member agencies.
- Confirm tool orders, schedule appointments, manage invoices, and onboard new agencies.
- Help agencies select the right tools and special event items for their projects.
- Communicate proactively before pickups and returns.
- Assist in monitoring inventory levels and maintaining accuracy.

Volunteer Coordination

- Recruit, schedule, welcome, motivate, and thank volunteers.
- Create a fun, inclusive volunteer experience.
- Match volunteers to tasks based on needs and skills.
- Recognize volunteers through follow-ups, social posts, and appreciation events.

Social Media and Storytelling

- Own ToolBank's social media presence.
- Craft content for Facebook, Instagram, LinkedIn, and more.
- Capture and share stories celebrating the work of member agencies and volunteers.
- Contribute to Impact Reports and fundraising communications.

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Other duties

- Promote the ToolBank mission and programs.
- Support the Tool Rush tool sale.
- Participate in fundraisers and events.
- Assist with warehouse operations.

Work Environment and Physical Demands:

Our facility is a busy, active warehouse with limited office space. The warehouse is not conditioned. It can be hot, cold, dusty, or dirty. The noise level in the work environment is low to moderate.

Must occasionally lift and/or move up to 50 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 or client relationship experience.
- Strong communication skills across platforms.
- Experience managing social media accounts.
- Attention to detail and ability to multitask.
- Self-starter with strong organizational skills.
- Proficiency with Microsoft Office and familiarity with web-based programs.
- High school diploma or GED.

Desired Qualification:

- Background in construction, landscaping, warehouse operations, skilled trades, or hands-on project management.

Benefits and Compensation:

- The hourly rate for this full-time position ranges from \$20 to \$23/hour based on experience.
- 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.