



## Job Description

### ToolBank Program Coordinator (Contract)

Location: Sacramento ToolBank

ToolBank is seeking an energetic and professional candidate to join our team as ToolBank Program Coordinator.

#### The ideal candidate will possess:

- A passion for ToolBank and a desire to play a key role in the development of a national nonprofit
- Accountability, professionalism, and responsiveness to assertively represent the values of ToolBank through words, actions, and decisions
- Superior time, attention and project management skills
- Ability to create and implement systems and processes for warehouse and tool management
- Tool Knowledge
- Ability to work well both as a team and independently; a self-starter
- Ability to be flexible in a rapidly changing environment and respond accordingly
- Ability to work and learn in various technology software platforms for tool inventory and data management

ToolBank team members must have a passion for the mission, be solutions based, think outside the box, be efficient, decisive, and display superior interpersonal skills. Team members must maintain a sense of urgency and embrace change. Be tech-savvy, accountable, and quick to revise strategies based on a changing landscape. Ideal candidates will bring personal initiative, strategic thinking and a natural ability to develop relationships through clear communication and personal warmth with various constituencies.

**Position Reports to:** West Territory Manager (WTM)

#### Position Summary:

In coordination with the West Territory Manager, the Program Coordinator will implement the strategies around tool lending, and building brand awareness. The Program Coordinator will oversee & manage the Sacramento ToolBank tool lending operations and warehouse. In addition, the Program Coordinator will work with the ToolBank Disaster Services Director to support regional deployments during a disaster, should the need arise.

The ability to work both independently and collaboratively is critically important for this position. The candidate must be able to effectively communicate the mission of ToolBank across all forums and to all constituents.

This position will average 20 hours per week.

## Responsibilities:

### Program Development & Implementation

- Ensure the ToolBank's vision for tool lending remains consistent and dependable
- In conjunction with the DRS, continuously evaluate tool quantities to ensure adequate resources are available.
- Coordinate with TDS Director in the immediate aftermath of a disaster in the region to assess needs and provide tools to first responders

### Tool Lending

- Provide assistance for member agency tool orders by scheduling pickups, pulling tool orders; helping to load and unload vehicles; completing tool order fulfillment using an online tool tracking system (TOM); and processing tool order transaction payments
- Process tool returns; put returned tools back in inventory and ensure tools are clean and stored neatly
- Maintain tool inventory through accuracy of tool transactions, tool storage, minor tool repairs and tool branding
- Provide courteous, prompt service to all volunteers, customers, community partners, and visitors
- Make manual inventory adjustments in TOM as tools are repaired and returned to inventory

### Brand Awareness

- Create an outreach plan to local community-based organizations as well as disaster organizations to share about ToolBank, our resources, and how we can support their efforts
- Develop collaborative relationships with the various nonprofits, faith communities, schools, community organizations, EMAs and VOADs across the region
- Provide tours of the warehouse for prospective members and volunteers

### Warehouse, Facility

- Create, implement, and maintain an efficient, clean, and organized warehouse
- Manage and maintain effective warehousing logistics for tools and materials, donated items, and any other items going in and out of the warehouse
- Process tool and materials donations and determine appropriate program distribution.
- Create and execute a maintenance schedule for necessary tools
- Maintain accurate records of transactions and data across multiple ToolBank platforms
- Ensure the security of the warehouse and TDS trailer(s)

## Additional Responsibilities

- Professionally and assertively represent the values of ToolBank through words, actions, and decisions.
- Dedicate ongoing attention to personal and professional development
- Participate in industry or promotional events (e.g., community events) to cultivate partner relationships

## Compensation & Benefits

- \$22 - \$27 per hour based on experience
- Scheduling will be Monday-Friday with some flexibility on days of week and times will be set between 9am and 4pm.

\*This position will require a background check.

**ToolBank is a values-based organization that serves our affiliates, member agencies, volunteers, community partners, associates, funders, and suppliers with open hearts and equity.**

- **Respect & Inclusion**—We believe in diverse and inclusive participation in our communities and intentionally strive to create a welcoming environment for all people, regardless of race, sex, age, gender identity, sexual orientation, or creed.
- **Integrity & Transparency**—We are committed to the highest standards of personal and professional integrity. We support transparency in our financial and operating standards and are committed to accountability.
- **Customer Service** – We are committed to accessibility, professionalism, and open communication focused on those we serve. Our goal is to exceed the expectations of all member agencies, volunteers, donors, and visitors.
- **Tool Stewardship**—We manage ToolBank resources responsibly to maintain inventory value, promote long-term viability, and ensure the borrower’s responsible usage and care of the tools.
- **Safe Usage of ToolBank Tools**—We believe in our responsibility to foster and maintain strong relationships with our member agencies that promote responsible usage and care of ToolBank tools. We acknowledge our duty to practice sound stewardship in all activities with our member agencies related to promoting safety and responsible usage and care of the tools.
- **Community Building**—We have a responsibility to collaborate with our partners to best support the interests of the communities in which we serve.