



## Job Description:

### ToolBank Disaster Services (TDS) Midwest Territory Manager & Warehouse Manager

ToolBank is seeking an energetic and professional candidate to join our team as TDS Midwest Territory Manager to lead our operational initiatives within the prescribed territory. This job is stationed out of our Windy City ToolBank in Chicago, Illinois.

The ideal candidate will possess:

- A passion for ToolBank and a desire to play a key role in the development of a national nonprofit, specifically our disaster services program
- 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 operational excellence
- Ability to work well both as a team and independently, must be a self-starter
- Ability to be flexible in a rapidly changing environment and respond accordingly
- Advanced understanding of nonprofit principles
- Ability to work and learn in various technology software platforms for tool inventory and data management
- A Bachelor's degree + minimum of 2 years of leadership experience
- Must be able to operate oversized vehicles, pull a trailer up to 26' confidently and have a valid driver license

ToolBank Midwest Territory Manager must have excellent communication skills with the ability to speak to organizational leaders with confidence and service knowledge. They must possess a passion for the ToolBank mission and the organizations we serve. Team members must react to change with urgency and efficiency. The ideal candidate 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: TDS Director

Position Summary:

In coordination with the TDS Director, the Territory Manager will implement the strategies around preparedness, response, and recovery initiatives in their territory. The Territory Manager will oversee & manage all staff and assets on deployments to disaster areas if applicable. Given the highly fluid nature of disasters and their management, candidates should expect to travel approximately 40%-50% of the time. Travel includes day trip traveling and extended travel to include overnight.

The ability to work both independently and collaboratively is critically important for this position. The territory manager will work closely with public, private, and nonprofit recovery organizations before, during, and after disasters. Ideal candidates will preferably have experience in disaster management and have developed or will develop a professional network that will actively support their endeavors. The candidate must be able to effectively communicate the mission of ToolBank across all forums and to all constituents.

## Responsibilities:

### Program Development & Implementation

- Ensure the ToolBank's vision for tool lending remains consistent and dependable during disaster response, recovery, and blue-sky events
- In conjunction with the TDS Director, continuously evaluate tool quantities & fleet to ensure adequate resources are available
- Deploy in the immediate aftermath of the disaster to assess needs and provide tools to first responders
- Field requests and make recommendations for deployment to the TDS Director
- Coordinate logistics of deployments of ToolBank assets in conjunction with the TDS Director
- While deployed, manage the operations of the ToolBank Mobile Units and work closely with staff/volunteers and on-site disaster responders to coordinate the tool lending program

### Relationship Development

- In conjunction with the marketing and communications director, help implement a brand awareness plan for organizations that serve in disaster response/recovery throughout the respective territory
- Develop close collaborative relationships with the various EMAs, VOADs, nonprofits, faith communities, etc. that respond to disasters
- 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
- Meet with partners to address tool needs and suggest applicable solutions
- Work with ToolBank staff to represent ToolBank with media (before, during and after deployments)

### Warehouse, Facility and Fleet Management

- 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, 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 security of warehouse-includes being the first point of contact for all security issues and protocols, including Security Company
- Manage tool lending program at the designated warehouse location(s)
- Manage and schedule routine maintenance for all vehicles and trailers

### Additional Responsibilities

- Provide support to ToolBank affiliates as applicable
- 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

- Competitive salary based on qualifications (\$60,000 - \$70,000)
- Healthcare benefits available
- 401k plan with employer match
- Cell Phone Allowance
- Flexible scheduling
- Paid time off
- Professional development opportunities

\*This position will require a background check

## Location

- This position will work in a warehouse environment when not deployed
- It will require approximately 45% travel to locations impacted by disasters

If you are interested, please send a cover letter, and resume to [resume@toolbank.org](mailto:resume@toolbank.org). Please do not send your resume to staff as they will not be recorded.

- **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.