

New Orleans ToolBank: Lending Program Specialist

Organizational Background:

The New Orleans ToolBank serves community-based organizations by providing tools, equipment, and expertise to empower their most ambitious goals. By using ToolBank tools, community organizations avoid the expense of purchasing, repairing, and storing tools.

The New Orleans ToolBank maintains a 3,000 sq. ft. warehouse in the St. Claude neighborhood just off the Bywater. Our inventory comprises more than 230 different types of tools and over 5,500 individual tools. With this number of tools, your local ToolBank can help member agencies equip projects ranging from a few volunteers to hundreds.

The New Orleans ToolBank is a proud affiliate of the ToolBank USA Network, and is independently operated, governed by a local board of directors, and relies solely on local funding to fulfill its mission.

Purpose of Position:

The New Orleans ToolBank Lending Program Specialist will manage the tool lending program, including confirming tool orders with partners, processing tool orders, interacting with member agencies (clients), maintaining the lending inventory, performing repairs and upkeep, and keeping the warehouse clean and organized. They will also support the daily operations of all ToolBank programs as needed. This position reports to the Executive Director (ED).

Who We're Looking For:

We're seeking a motivated and mission-driven individual who thrives in a collaborative, service-oriented environment. The ideal candidate will:

- *Be Self-Motivated:* Take initiative and work independently while staying aligned with organizational goals.
- *Have Excellent Interpersonal Skills:* Build strong relationships with member agencies, volunteers, and partners.
- *Possess Moderate Tool Knowledge:* Comfortable with basic tools and equipment, with a willingness to learn more as needed.
- *Go Above and Beyond:* Dedicated to ensuring member agencies have an exceptional experience.
- *Lead Volunteers Effectively:* Inspire and organize volunteers to complete projects successfully.
- *Demonstrate Leadership and Proactivity:* Identify and initiate projects during slower periods to keep operations productive.
- *Work in Coordination with Leadership:* Always align efforts with the Executive Director and the organization's current priorities.
- *Bonus Skills:* Experience with small engine repair and/or carpentry is a plus.

Responsibilities:

Tool Lending Program

- Pull tool orders and stage in an orderly fashion before a member agency's arrival
- Assist agencies with loading tools in vehicles
- Assist with unloading tools and processing tool returns
- Prepare returned tools for going back out into the field by charging batteries, laundering items, etc.
- Restock returned tools into inventory and ensure all tools are clean and stored neatly
- Maintain tool inventory through accuracy of tool counts, tool storage, minor tool repairs, and tool branding

In-kind Donations

- Process tool and materials donations as directed by the ED

Warehouse Operations

- Maintain cleanliness, safety, and professional appearance of the entire warehouse area.
- Work collaboratively with other ToolBank staff and the Rebuilding Together staff to deliver effective service and maintain buildings.
- Complete weekly warehouse tasks and maintenance as scheduled by the ED.

Specials Projects

- Special Projects as assigned to include, but not limited to
 - Assist with leading warehouse volunteer groups as directed by the ED
 - Support Building Change programs with wood cutting, tool and hardware kit preparation, and coach participants in assembly.
 - Participate in agency fundraisers and special events

Qualifications:

- High School Diploma or GED required
- Must possess basic computer skills and a functional understanding of Office 365, including email, word processing, spreadsheets, and virtual collaboration platforms.
- Must use the online ToolBank Tool Order Manager (TOM)(training provided)
- Must be willing to work in unconditioned spaces with exposure to dust, fumes, and moving machinery up to 100% of the time
- Ability to lift 50 pounds
- Must be able to pass a criminal background check.
- Perform other reasonable duties as assigned.



Competencies/Skills:

- Must understand and commit to the New Orleans ToolBank Mission, Vision, and Value Statements
- Knowledge of tools and tool maintenance is strongly desired
- Capability to work efficiently during busy times of the year and be a self-starter during slower times
- Attention to detail and accuracy
- Ability to interact with member agencies (clients), staff, volunteers, board members, and other visitors in a friendly, courteous, and professional manner

Compensation & Benefits:

- This position is a part-time, non-exempt position at an hourly rate of \$20 per hour, working 20 hours per week. Actual working hours based on the candidate's availability and operational needs on Monday, Tuesday, Thursday, and Friday.
 - Employee may occasionally be asked with notice to adjust regular hours to work evenings and/or Saturdays
- Additional time off at the end of the year when the ToolBank is closed for the holidays
- As a part-time position, this role does not qualify for healthcare or other benefits.

To Apply:

Email cover letter & resume in a single attachment to david.melancon@toolbank.org. Please use the subject line "New Orleans ToolBank Tool Lending Specialist Position" and provide your name & phone number in the body of the email.