Position Overview

The ToolBank Program Specialist joins one of Richmond’s most impactful nonprofits in a dynamic role that blends hands-on work and administrative support. The position actively provides excellent face-to-face service across two program segments, upholds best practices of tool inventory & warehouse operations, and supports ToolBank leadership in delivering key growth objectives. This non-supervisory position will engage with over 300 community-based organizations and 1,000 volunteers annually in support of ToolBank’s mission to provide tools, equipment & expertise to the nonprofit and voluntary sector.

The Program Specialist will report to the Program Manager and support their goals by working directly with ToolBank member agencies to assist in project scoping, scheduling, tool order fulfillment, and creative problem solving. The candidate will facilitate volunteer projects, uphold high standards of tool inventory controls & safe warehouse operations, and champion the ToolBank mission. The Duties and Responsibilities of the Program Specialist will include:

Direct Program Support 60%
- Actively fulfill tool orders by pulling tools from shelves, loading as appropriate with partners and receiving recruited orders. Must be able to regularly lift 40lbs unassisted
- Coordinate and facilitate a wide range of volunteer projects in-house and offsite
- Continually uphold best practices of tool inventory, maintenance and organization
- Use, and train others to use, a wide range of hand tools, power tools & equipment
- Drive pickup truck and trailer to deliver tools & equipment to member agencies and volunteer projects
- Cultivate positive relationships between ToolBank staff, members, and volunteers
- Assist with fundraising events & activities, other program tasks as needed.

Administrative & Organizational Support 40%
- Receive and process member agency tool orders daily and maintaining accurate, updated constituent records in ToolBank enterprise software
- Provide prompt and courteous service through phone, email, and face-to-face interaction with customers, community partners, volunteers, and visitors
- Coordinate special projects for informational, networking, training, and community engagement purposes
- Recruit, train, and facilitate volunteers in a wide variety of projects
- Assist with fundraising campaigns and activities as needed
- Conduct regular evaluation and analysis of program outcomes
- Assist in management of social media and marketing of programs
- Promote ToolBank’s core mission to community members, partners, donors, and visitors
- Other administrative duties as needed
Key Qualifications, Skills, and Abilities

● Strong interpersonal skills with excellent written and verbal English language communication; conversational Spanish language skills desired
● Commitment to empathetic problem solving and support for a diverse range of individuals and organizational missions
● Proven abilities of community partner collaboration, adapting to evolving circumstances, and effectively negotiating conflicting priorities with a positive demeanor
● Organized, independent, objective-driven task management
● Attention to detail, spatial & personal awareness, safety of self and others
● Valid Virginia driver’s license and DMV record in good standing
● Skilled in Google Workspace and Microsoft Office Suite programs with ability to learn new software programs
● Ability to lift 40lbs frequently and do core job requirements with or without accommodations
● Fully vaccinated (including booster) against COVID-19
● Commitment to learning appropriate use of tools, equipment, and materials
● Commitment to ToolBank mission, vision & values, policies, principles, and applicable laws fairly and equitably

Work Hours & Compensation

● 40 hours per week, requires some evening and weekend hours
● Hybrid schedule options
● $40,000-$43,000 annual
● 4 weeks PTO
● Short & Long Term Disability and Life Insurance
● Professional Development Stipend

Interested candidates should provide cover letter, résumé, verification of COVID-19 vaccination via email directly to the Executive Director at toby@richmondtoolbank.org. Do not hand deliver materials.