



## **Position: Operations and Warehouse Manager**

The Furniture Friends Operations and Warehouse Manager oversees the daily operations of acquiring donated furniture, temporarily storing it in our warehouse and providing it to clients in need.

**Qualifications:** The Operations and Warehouse Manager (Operations Manager) is an essential part of the Furniture Friends team. S/he/they must have a background that would enable her/him/them to over see and manage a busy furniture acquisition and delivery program. S/he/they must be a strong communicator, organized, able to multitask, comfortable working with people from different backgrounds and able to represent Furniture Friends in a variety of settings. Proficiency in a language other than English is a plus but not required. Basic computer skills (i.e., use of Google docs, Word, Excel) are a must as well as a friendly and positive, customer service-oriented attitude, a sense of humor and desire to help those in need. Experience and/or a willingness to learn and understand issues around racial equity and the strengths and challenges of under-resourced communities is required. In addition, the Operations Manager must hold a valid driver's license, have a clean driving record, a proven ability (or willingness to learn) to drive a 16' box truck, and the ability to lift 40 pounds.

Specific duties (which may be performed directly by the Operations Manager or performed by the Warehouse Associate under the supervision of the Operations Manager) include:

### **Operations:**

#### Resource Management

- Monitor the acquisition and delivery of furniture to maintain an adequate, balanced inventory of furniture in the warehouse.
- Receive referrals of furniture donations and client needs (by phone, text or email) and respond in a timely and appropriate manner.
- Oversee preparation of furniture for delivery.
- Coordinate delivery or pick up of furniture from individuals as well as occasional large donations from area businesses.
- Maintain records of deliveries and pick ups and ensure that the database is up-to-date.
- Schedule deliveries, pick-ups and assessments with enough lead time to allow the Volunteer Coordinator to assemble adequate crews of volunteers.

#### Staffing

- Train and supervise the Warehouse Associate, warehouse volunteers and volunteer drivers.
- Coordinate with the Volunteer Coordinator on the supervision of volunteers during the pick up and delivery of furniture, as needed.

#### Safety

- Implement safety procedures and ensure that staff and volunteers have been adequately informed of best practices.

- Respond to emergency situations that arise during deliveries and pick-ups and inform the Executive Director in a timely fashion.

#### Facilities and Vehicles

- Maintain the warehouse space, including protecting inventory from theft, water damage or pest infestations.
- Ensure trucks are in good working condition and oversee regular, preventive maintenance.
- Be responsible for master keys to the warehouse and trucks.
- Drive the trucks as needed.

#### **Agency Liaison:**

- Cultivate and maintain relationships with referring agencies, including case managers and administrators as appropriate.
- Cultivate and maintain relationships with businesses and large acquisition donors as appropriate.
- Participate in special events as requested by the Executive Director.

#### **Administration:**

- Attend regular meetings of the Operations Committee and staffing/supervisory meetings with the Executive Director.
- Prepare and submit monthly reports on operational activities to the Executive Director.
- Respond to other requests communicated by the Executive Director that might include special assignments and/or attendance at special meetings.
- Track hours against weekly schedules and communicate forecasted issues to the Executive Director when conflicts arise.
- Submit hours worked for payroll purposes weekly to the Executive Director.
- Submit reimbursement requests monthly to the Executive Director.

**Reporting:** The Operations Manager reports to the Executive Director.

**Additional Requirements:** The Operations Manager must complete a background check as well as a driving record check.

**Location:** The Operations Manager will work primarily from the Furniture Friends office (15 Saunders Way, Westbrook, ME) with some possibility of remote work.

**Dress Code:** Business casual.

**Time Commitment:** 40 hours/week.

**Salary:** \$45,000-50,000 plus a \$2,000 commitment bonus (received in two payments after 6 and 12 months of employment) with full health insurance and generous holiday, paid vacation and sick days.

**A resume and letter of interest must be sent to [info@furniturefriends.org](mailto:info@furniturefriends.org). Position will remain open until filled. Furniture Friends is an Equal Opportunity Employer and encourages diverse candidates to apply.**

Furniture Friends is a nonprofit organization that provides donated furniture to people in need throughout Greater Portland (ME). With ongoing support from the community, we work toward our vision of "Creating Homes. Rebuilding Lives." Since 2012, Furniture Friends has provided donated furniture to over 12,000 people in southern Maine lacking the resources to purchase furniture on their own.