**Program Specialist**

*Description of Job Duties and Responsibilities*

**Position Overview**
The Richmond ToolBank’s mission is to serve community-based organizations by providing tools, equipment, and expertise to nonprofits and community groups. Each year we provide over $1 million dollars in tools to hundreds of community-based organizations and thousands of volunteers that make Richmond a safer, more beautiful, and equitable place for everyone.

The Program Specialist plays a vital role in delivering Richmond ToolBank's mission by providing excellent service to our members and managing volunteers.

This position offers an exciting blend of hands-on work, agile project management. You'll be at the heart of our mission - delivering excellent service and creating invaluable relationships with community-based organizations, volunteers, and a dedicated team.

**Key Functions:**

1. **Volunteer Management (60% of the role)**
   - Design and leading a wide range of in-house and offsite volunteer projects that help us fulfill our mission of equipping community-based organizations with tools, equipment, and expertise.
   - Recruit, train, and inspire a diverse volunteer force, contributing to their personal fulfillment and our mission's success
   - Facilitate fun and unique service experiences by sharing your knowledge, skills, and enthusiasm for tools & hands-on work

2. **Program Coordination & Membership Relations (40% of the role)**
   - Oversee the tool order fulfillment process, ensuring the right tools reach the right people at the right time, every time
   - Uphold high standards tool inventory & maintenance and facility hygiene & organization
   - Utilize ToolBank’s enterprise software to process tool orders with speed, accuracy, and courtesy
   - Be the face of ToolBank at our facility and in the community when called upon

**Additional Responsibilities:**
- Engage and serve our stakeholders through excellent customer service across various communication channels
- Help shape our social media and marketing presence, amplifying the reach of our programs
- Contribute to organizational initiatives, assisting in the evaluation and improvement of our programs
- Maintain inventory of supplies, tools, and materials for programs and projects
- Support the Executive Director and Program Manager in achieving organizational objectives

Skills and Qualifications:
- Exhibit sincere passion for ToolBank’s mission, vision & values
- Possess strong interpersonal skills with an aptitude for compelling, clear communication; Spanish language skills are a plus
- Show a track record of successful collaboration with colleagues and organizational partners
- Eagerness to master the use of tools, equipment, and materials
- Demonstrate a talent for organized, independent, and goal-oriented task management
- Leverage your proficiency in Google Workspace and your excitement for quickly adopting new work management tools to contribute effectively to a high-speed team
- Be capable of lifting 40lbs frequently and executing the physical aspects of core job requirements with or without accommodations
- Commitment to embodying ToolBank’s mission, policies, principles, and applicable laws in all actions

Work Hours & Compensation:
- 40 hours per week with the flexibility of occasional evening and weekend hours, supporting a work-life balance
- Hybrid schedule options offer the convenience of working remotely
- Annual salary range of $40,000-$43,000
- Generous PTO
- Professional Development Stipend

If you’re ready to join a dedicated, vibrant team that drives tremendous change in Richmond, email your cover letter, and résumé to the Executive Director at toby@richmondtoolbank.org. We can’t wait to meet you!

At Richmond ToolBank, all employment decisions are grounded in the principles of fairness, respect, and equity. We determine employment based on business needs, job requirements, and an individual’s qualifications, independent of race, ethnicity, religion, belief, family or parental status, or any other status protected by law. Richmond ToolBank maintains an intentional commitment to fostering a diverse, inclusive, and respectful workplace. Any form of discrimination or harassment will not be tolerated under any circumstances.