



JOB DESCRIPTION

Job Title	Operations Manager (VC)
Reports to	Executive Director

Job Purpose

Manages the day-to-day operations of the company including warehouse and volunteer management, and coordinating deliveries to ensure all processes run efficiently.

Duties and Responsibilities

- Proposes procedures and process improvements to the Director of Operations/Executive Director for systematic and efficient day-to-day operations such as prioritizing the work, developing work schedules, ensuring organized deliveries, warehouse management systems, and volunteer management.
- Develops the work schedule for the staff with a minimum of one week's notice to include coverage for home visits, furniture pick-up, drop-off donations and delivery of furniture pieces/household items to recipients.
- As needed, works with the Intake Coordinator and Operations Assistants to assist with picking up donations and furniture/household items deliveries.
- Manages the warehouse including inventory tracking, storage and distribution. Responsible for furniture request fulfillment by designating items for delivery based on information from the home visit.
- Ensures the correct designated furniture pieces are packed correctly and delivered according to schedule.
- Manages the work of the Volunteer Coordinators to ensure thorough management of volunteer program, including recruitment, training and orientation, retention, and recognition..
- Provides onboarding and skills training identified for the Volunteer Coordinators. Working with the Executive Director, and the Operations Manager (OP) may identify training needs and providers to deliver professional development for the staff.

- Implement effective communication processes to ensure team members and volunteers are kept informed of company updates and to strengthen their engagement and accountability in the organization.
- Supports the HiH Team as needed in performing the tasks required to meet the weekly schedule.
- Maintains and strengthens positive, professional relationships with Houses into Homes' stakeholders.
- Fosters a strong sense of team with all HiH employees and volunteers to ensure a high-trust, positive, collaborative, and engaging culture of commitment.

Qualifications

- Associate's Degree plus one year of related experience or a combination of education and experience
- Experience with computer applications such as Microsoft Office (Word, Excel) and Google Apps with ability to learn HiH inventory system
- Strong written, verbal and interpersonal communication skills.
- Ability to work as a member in a team-oriented environment.
- Demonstrated organizational skills in a fast-paced environment.
- Valid driver's license with a good driving record and ability to drive a box truck (CDL not required).
- Ability to lift 75 pounds with a lifting partner

Direct Reports

- Volunteer Coordinators
- Operations Associates and Intake Coordinator as needed