



## Operations Manager Job description

Non-exempt

Crayons to Computers, a nonprofit organization, exists to level the playing field in the classroom by ensuring that teachers can provide their students in need the tools to succeed in school. We do this through distributing supplies and related items to teachers through a free 'store,' and complimentary distribution methods.

This full-time position reports to the Director of Operations and works collaboratively with the operations and programs teams to manage handling, storing, and flow of product in the warehouse, ensuring that quality standards are met or exceeded.

A demonstrated positive attitude, growth mentality, a self-motivated and autonomous thinker are important elements of a successful Operations Manager. This position will be tasked with enhancing efficiencies of workflow, establishing innovative solutions to managing growth within the warehouse, and facilitating improved organization and communication efforts among the team.

### Daily Operations (65%)

- Assist in creating an environment where peak efficiency is possible—with teacher shopper satisfaction and employee safety being primary goals—by organizing and establishing, monitoring, and managing operational goals.
- Develop systems and contribute to creation of standard operating procedures by determining product handling and storage requirements, equipment utilization, inventory control, fulfillment processes, and shipping methods.
- Oversee daily operations while managing inventory and logistics.
- Improve and create scalable improvements to current processes that keep Crayons ahead of significant year over year program/distribution growth.
- Supervise daily operational activities, including quality assurance, inventory control, space management, logistics, productivity, and shipping.
- Inspect equipment, tools, and machinery regularly, and oversee general maintenance when necessary.
- Utilize material handling equipment including forklifts, power jacks and other equipment, as needed.
- Ensure safety protocols are up to date, utilized and adhered to daily.
- Assist product donors with their donations (i.e., unloading vehicles, logging their donations, and providing receipts for donations).
- Ensure cleanliness and organization of the warehouse, including waste stream management (recycling, e-cycling, garbage, etc.).

### Operations Innovation/Improvement (20%)

- Meet regularly with programs team to analyze productivity and develop actionable plans for continuous improvement.
- Establish systems within Microsoft programs (Excel, Word, Outlook) to

- enhance receipt and tracking of donated goods from corporate partners.
- Implement improvements to current inventory management system in conjunction with Director of Operations.
- Participate in assigning proper valuation and managing the life cycle/handling of donated goods.

#### Acquisition/Distribution of Product (10%)

- In conjunction with Director of Operations, support logistics for transporting products to Crayons, partners, and other resource centers.
- Supports annual inventory valuation and cycle counting for purchased product.
- Arrange pick-ups with various corporate donors.
- Drive Crayons' vehicles (cargo van and 16 ft. box truck) for pick-ups and deliveries, as needed.

#### Other Essential Job Functions (5%)

- Participate in the Saturday Store staffing rotation working one Saturday per month when the store is open (August through late May).
- Provide back-up to the Warehouse Assistant position, as needed/when required.
- Maintain regular and punctual attendance.
- Other duties as assigned.

#### Ideal Candidate Qualifications & Experience:

Five or more years' work experience in a nonprofit or warehouse role and associates degree or equivalent are required. The ideal candidate has:

- Passion for Crayons' mission and holds a belief that education is key to breaking the cycle of poverty.
- Knowledge and appreciation of basic safety procedures in a warehouse environment.
- Ability and openness to learn inventory management software and systems.
- License to operate a forklift or willing to learn.
- Valid driver's license, insurance, and ability to drive Crayons' vehicles (cargo van and/or 16 ft. box truck).
- Ability to lift up to 50 lbs. without assistance.
- Ability to walk and maneuver within a warehouse setting without assistance.
- Excellent problem-solving skills and leadership qualities.
- Exceptional attention to detail, is systemic, and responsive.
- Self-motivation and does not require close supervision.
- Excellent oral and written communication skills.
- Ability to work collaboratively with all staff and volunteers.
- Customer-service orientation.
- Proficiency with Microsoft Office 365 applications.
- Reliable transportation to and from work.
- Regular weekend and periodic evening availability.
- Successfully completes a background check and drug test.

**Benefits:** health, dental, vision available as shared cost with employer, health savings account available, life and long-term disability available at employer cost, and 403b retirement plan with employer matching.

Salary: \$47,000-\$50,000/year

**Apply:** send cover letter and resume to MerryBeth McKee, Controller, at [apply@crayons2computers.org](mailto:apply@crayons2computers.org).