



Friendship House Clothing Bank Manager

Every person deserves a place they can call home. At Friendship House we are committed to uniting people facing homelessness with loving, supportive communities they can call home.

Friendship House (FH) Clothing Bank fulfills three primary missions: (1) distribute high quality donated clothing to people in need; (2) provide entry level employment and training to women trying to make a positive change in their life and career; (3) create a broad spectrum of volunteer opportunities for the community. The Clothing Bank is a woman-centered environment that supports and nurtures and takes into consideration issues which typically affect women.

The FH Clothing Bank Manager is responsible for the operations and administration of the Clothing Bank, and for the incorporation of the FH mission and values at the Clothing Bank. The Clothing Bank Manager is expected to have a high level of patience, compassion, work ethic, boundaries, and professionalism due to the vulnerable population served. The Clothing Bank Manager assumes responsibility for the warehouse operations and program administration in the absence of the Clothing Bank Director.

Hours:	Hours of operation are 8 am – 4 pm Monday – Friday. Weekend hours are occasionally necessary to host volunteer groups.
Salary:	based upon experience
Benefits:	group health insurance, short-term & long-term disability insurance, paid leave, 401(K)
Reports to:	Clothing Bank Director
Supervises:	Floor Managers, Warehouse Associates

Desired Skills and Experience: A desirable applicant for Clothing Bank Manager will have the following skills and experience:

- Physical ability to lift and carry up to 50 lb. bags of clothing
- Valid driver's license and ability to drive a cargo van as needed
- Supervisory experience
- Strategic thinking ability
- Strong computer skills: Microsoft and Google Suite
- Strong organizational skills

The following skills and experience are of significant benefit:

- Warehouse management
- Previous experience in a nonprofit, human service, or social service setting
- Previous experience working with vulnerable populations such as those who are experiencing homelessness, incarceration, and / or recovery from substance abuse
- De-escalation training

Job Description: Duties and responsibilities of Clothing Bank Manager include:

Warehouse Operations:

- Ensure the opening and closing of the facility is consistent and timely.
- Ensure outgoing clothing orders are meeting the expected time frame and quality.
- Oversee inventory to maintain reasonable and required levels.
- Assist with ensuring the facility, cargo van, and equipment are well maintained, safe, and in compliance with codes and regulations.
- Communicate equipment and supplies needed to the Clothing Bank Director.
- Follow organization protocol to address and resolve any maintenance, security, or safety issues in a timely manner.

Supervision / Human Relations:

- Model appropriate behavior for Clothing Bank staff.
- Meet regularly with the Clothing Bank Director to review and resolve staffing, operations, and volunteer issues.
- Communicate with program partners such as the Delaware Department of Corrections and FH Transitional Housing staff in regard to the program participation and / or job performance of Warehouse Associates.
- Participate in staff development activities as requested by the Clothing Bank Director.
- Support Floor Managers to enable them to effectively oversee the day-to-day operations in the warehouse.
- Provide the Clothing Bank Director with feedback regarding the job performance of staff.

Volunteer Interactions:

- Work with the FH Volunteer & Communications Coordinator and the Clothing Bank Director to arrange and execute meaningful volunteer opportunities and experiences.
- Manage and ensure an adequate volunteer pool to deliver and pick up items as needed.
- Assist with donor, volunteer, and supporter appreciation efforts.

Administrative

- Ensure all client data is captured appropriately in the organization's database.
- Maintain Clothing Bank statistics and records. Identify and resolve trends negatively impacting the effectiveness of the Clothing Bank.
- Perform administrative and other duties necessary for the operation of the Clothing Bank.

Communication: In addition to ongoing communication with the Clothing Bank Director, this position requires a significant amount of written and verbal communication with:

- Donors
- Volunteers
- Community partners / agencies
- Clients
- Businesses
- FH staff