



**Warehouse and Donations Manager
Boston, MA**

MTW seeks a business oriented, entrepreneurial manager to provide strategic leadership around our growing wholesale commodities business while also acting as a liaison between our drivers and our donors. This position requires an individual with prior business development and operational logistics experience to lead, oversee and maintain effective key organization relationships for sourcing inventory for both of MTW's online and retail book businesses as well as our growing commodities businesses including but not limited to clothing and furniture in Boston and Waltham.

This **new**, full-time salaried position reports to the Director of Business Development (DBD), works in partnership with the site specific operational leadership and serves as a role model and professional resource for youth. This position offers an exciting opportunity for an individual with a high degree of social responsibility and an orientation to high performance to join a growing organization that combines "doing good, while doing well."

About More Than Words

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience working as a team to operate retail and online businesses and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job – one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth with marketable skills critical for success in work, college and life. See MTWyouth.org for more information.

MTW is an exemplary organization that has continually held up a mirror to identify areas for improvement and accountability; that ethic is part of the culture and fabric of MTW, and it extends to our commitment to ensuring our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults we are privileged to serve. People of color are highly encouraged to apply.

Key responsibilities of this position include, but are not limited to:

Operational and Logistics Management

- Answer incoming donor calls and schedule donation pick-ups for commodities material - books, media, textiles, furniture, etc. in and around the greater Boston area using Salesforce CRM
- Liaison between the Boston and Waltham sites and the Donation Managers to keep them up to date with changes in pick-ups/drop-off locations, schedules and donor requests
- Maintain warehouse organization and physically delineate commodity material by type as it arrives at the sites to guarantee maximum revenue potential

- Manage donation distribution systems to stock both of MTW's sites with adequate materials for business operations
- Manage MTW's JIT (Just In Time) system, efficiently scheduling commodity wholesale trucks to ship out material as warehouse capacity markers are hit
- Run warehouse shifts, supervising youth to organize warehouse, load long haul trailers with forklift and ensure safety protocols on all warehouse equipment

Donation Acquisition

- In collaboration with the Donation Managers and youth, identify and execute sustainable inventory sourcing partnerships that will provide a reliable, high-quality product pipeline to support multiple MTW sites for all materials - books, media, textiles, furniture, etc. in and around the greater Boston area using Salesforce CRM
- Build and manage protocol to engage youth and staff in using Salesforce.com database system to track and deepen connections with individual inventory donors and partners
- Develop relationships and build a pipeline of recurring partners who become consistent sources for textiles and furniture – new lines of business for MTW
- Coordinate with Business Development Team to update marketing materials and strategies to drive new donation materials

Overall support of training, strategy, and operations.

- Support the adult and youth team with overall operations of the business training programs, including some work nights and/or weekends
- Contribute as a team member within the Business Development Department to identify ways to strengthen operations, improve training for youth and address challenges as they arise
- Enforce all policies and expectations with our youth and serve as a “keeper of the model” to support youth to succeed at MTW and achieve outcomes
- Continuously broaden and strengthen existing donor and partner relationships, and identify new opportunities to deepen investment and engagement with MTW's mission, model and strategy

Candidates should possess the following qualifications:

The ideal candidate will preferably have prior operations and/or sales experience but we are willing to train the right person. The Warehouse and Donations Manager must be an exceptional communicator with excellent judgment and sensitivity for MTW's diverse constituencies. A natural affinity for networking and demonstrated confidence and poise is essential for success, as is a strong customer-service orientation and willingness to be accountable. Experience with securing in-kind donations and managing partner relationships, as well as Salesforce.com database software, is preferred.

- 2-4 years of operational and/or logistics work experience
- Must be able to lift and carry boxes of books and other products weighing over 25 pounds on a frequent basis
- Must have a valid driver's license and be able to transport books and youth safely

- Must have or obtain a DOT medical exam and commercial motor vehicle certification and have comfort or experience with driving a van or truck and moving heavy boxes of inventory.
- Must pass MTW insurable driving record requirements
- Must be or willing to be forklift licensed
- Must have strong organizational and project management skills with a clear record of demonstrated experience
- Must have ability to multi-task and think on numerous levels simultaneously (supporting individual youth, developing an empowering youth training model & managing a legitimate business)
- Must be responsible, flexible, hard-working, ethical, trustworthy, sincere and willing to hold youth accountable for their choices
- Must have passion for sharing knowledge and skills with youth and empowering THEM to run the business

Benefits:

- Medical and Dental Insurance
- 401K
- Generous paid vacation and sick time
- Significant growth opportunities and professional development
- Employee Discounts

Compensation: Competitive; commensurate with skills and experience

To Apply: Send cover letter and resume to: warehouse@mtwyouth.org.

MTW's Boston site is commuter friendly and conveniently located near public transportation.

More Than Words is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.