



Operations Coordinator - Chicago

T - TH 8:30AM - 3:00PM

20 Hours at \$20/hour

Interested candidates should submit a cover letter and resume to

infochi@humbledesign.org

Mission:

Humble Design changes lives and communities by furnishing the home of individuals, families, and veterans emerging from homelessness.

Overview:

Founded in 2009, Humble Design changes lives and communities by furnishing the homes of individuals, families, and veterans emerging from homelessness. Currently, many that secure permanent housing arrive in an empty space with their belongings in a bag and an air mattress for the hard floor. As a result, many return to homelessness within a few years. Humble Design stops the continuum of homelessness by furnishing homes with donated furniture and personalized design.

We currently operate in Detroit, Chicago, Cleveland, San Diego, and Seattle.

The Team:

We, the Chicago team and the national Humble Design community are connectors and doers on a mission to help end the revolving door of homelessness. We move with swift, bold action, driven by our humble mission. We believe in collaboration, community, compassion, and above all, serving our clients with dignity and respect.

The Role:

The Operations Coordinator will be responsible for facilitating the day-to-day operations of Humble Design Chicago and ensuring that the volunteers and resources are in place where needed to service 3-4 clients per week. This person needs to be flexible and willing to jump in where needed, skilled at time management & prioritization, and able to communicate effectively with the team & volunteers. Overall



duties include partnering with other Humble Design staff to ensure volunteers, resources and the warehouse are prepared to serve our mission.

Duties & Responsibilities:

Work in collaboration with Ops Manager, Design & Warehouse/Moving Teams

- Ensures requested resources are in place to deliver on our mission - at the request of the Mission Supervisor, Design Project Manager, or Operations Manager
- Collaborate with staff for weekly needs, goals, and scheduling
- The first line of contact for phone communications
- Maintain a presence in the warehouse while volunteers are on-site: new volunteer orientation, task creation/delegation, volunteer hour management
 - Liaison between staff and warehouse volunteers
 - Works with volunteers to ensure they have what they need: resources/inventory needed for design of client homes, answers to questions, etc.
 - Thoughtfully communicates with our volunteers and in-kind donors about the Humble Design mission
- Daily duties include organizing the warehouse, loading and unloading donations from vehicles and monitoring inventory levels of key items
- Upkeep and maintenance of warehouse, common spaces, tools and equipment for staff and volunteers

Qualities & Skills:

- Must have a valid driver's license
- Must be comfortable lifting and loading 50-75 lbs. (will be moving furniture and equipment with dollies, hand trucks, or team lift)
- Flexible, action-oriented, forward-thinking: the ability to anticipate upcoming needs & identify opportunities for process improvement, and follow through to implementation & communication of solutions



- Collaborative team player and relationship builder
- Be polite and professional in communicating with volunteers and donors
- Compassion and empathy for our clients and mission
- Customer service or retail experience a plus