



## **Heading Home**

**Job Title:** Furniture Service Program Manager  
**Program:** Heading Home  
**Reports To:** Housing Director  
**Hours:** 40 hours/week

Exempt  Non-Exempt

### **Position Summary:**

The Furniture Service Program Manager is responsible for managing Heading Home's (HH) in-kind donation intake and delivery service, for coordinating deliveries with HH housing programs staff, for improving processes for donation pick-up, delivery and management, and administering the Bernalillo County Move-In Services contract. Responsibilities include in-kind donation management, volunteer management, and donation process management.

### **Essential Duties & Responsibilities:**

#### **Donation Management**

- Coordinates weekly donation pick-ups and deliveries with HH donors and staff members
- Oversees weekly donation pick-ups and deliveries.
- Oversees warehouse processes and organization
- Coordinates ancillary donation services
- Provides items to the Peer to Peer luncheon for client give-aways
- Coordinates client move-ins with case managers

#### **Volunteer Management**

- Responsible for volunteer coordination and retention relating to warehouse and donation transport work

#### **Bernalillo County Contract**

- Responsible for coordinating with Bernalillo County staff the delivery of beds, donated furniture, and move-in supplies
- Responsible for billing the County after each delivery and electronically tracking all invoices
- Responsible for ensuring that beds and supplies are purchased and available for delivery

### **The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.

- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

**Skills:**

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

**Other Requirements**

- Valid New Mexico driver's license and reliable transportation
- Ability to navigate stairs, ladders, ramps and uneven terrain
- Must be able to consistently lift 70 lbs. and able to move large furniture items for extended period of time
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Furniture Service Program Manager

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Housing Programs Director