



Position: Director of Warehouse Operations, CFY-New York City

Location: Long Island City, Queens

ABOUT COMPUTERS FOR YOUTH

CFY is the nation's leader in improving the Home Learning Environment of low-income school children. CFY works across the country to educate thought leaders and policymakers on the importance of expanding educational priorities to include learning in the home.

Since 1999, CFY has developed high-impact interventions to strengthen the home learning environment among middle school students, with programs now operating in New York City, Philadelphia, Atlanta, Los Angeles and the San Francisco Bay Area. Its signature Take IT Home program helps educators build stronger home-school connections and provides families with the key ingredients required to improve their home learning environment -- a home computer loaded with selected educational software; online family learning services; information about affordable broadband options; and hands-on training designed to help parents become more effective learning partners. Studies confirm that CFY's programs have significantly improved students' test scores and class effort and have increased parents' confidence and involvement.

To extend the impact of its work and strengthen the home learning field, CFY also operates an Affiliate Network of 31 organizations in 18 states and the District of Columbia. For more information, please visit www.cfy.org.

CFY-NYC Overall Objectives

- Serve 9,280 families in 90-100 assigned schools by providing free home learning centers, training, and bi-lingual help desk support.
- Provide Professional Development for partner teachers at each of our partner schools.
- Successfully run the Student Software Team (including 12-18 students) to choose Family Learning Software Award winner.
- Maintain a positive team environment, where all staff perform with excellence at their highest potential.

POSITION DESCRIPTION

The **Director of Warehouse Operations** will be responsible for managing CFY-NYC's warehouse operations, which includes receiving, organizing and shipping of equipment as well as some computer refurbishing. The Director of Warehouse Operations will directly report to the CFY-NYC Executive Director and will supervise at least two full-time staff members.

KEY RESPONSIBILITIES

Shipping, Receiving and Inventory

40%

- Schedule and oversee the receiving of equipment and organizing equipment within the warehouse.
- Ensure proper re-packing of equipment to be sent to schools.

- Oversee the scheduling of 4-5 shipments per week to schools, including (1) ensuring effective communication between Warehouse Manager and Senior Program Managers to confirm equipment needs at each school and (2) ensuring effective coordination between Warehouse Manager and Logistics Manager around specific requirements for shipping to schools.
- Accurately track all incoming and outgoing inventory.
- Manage and prepare for annual audit.

Relationship Management

35%

- Manage relationship and communication with contracted equipment companies to ensure accurate and timely procurement of computer equipment (CPU's, monitors, keyboards, mice, power cords).
- Negotiate shipping contract and maintain relationships with shipping companies.
- Build and maintain relationships with building landlord and tenants.
- Communicate/collaborate with Philadelphia Executive Director to ensure Philadelphia equipment and logistics needs are met.
- Manage relationships with equipment donors and solicit new donations as needed.

Oversee Computer Refurbishing Process

15%

- Supervise the Technology team to ensure efficient and accurate imaging of the CFY Home Learning Centers on some refurbished computers.
- Oversee inventory tracking and reporting of Microsoft licensing.
- Oversee CFY-NYC computer replacement process for families referred by the CFY help desk call center.

General Management Responsibilities

10%

- Manage full-time and part-time staff.
 - Hire, train and schedule warehouse staff.
 - Manage individual team member performance: ensure training and coaching necessary to perform basic job duties, hold bi-weekly meetings with team members to support their performance, perform annual performance reviews, and maintain documentation as per CFY standards.
 - Manage up, by being proactive and keeping manager informed of changing priorities.
- Understand and communicate the mission to staff, clients, donors, and other stakeholders.

Other duties as necessary.

CANDIDATE QUALIFICATIONS

Required:

- Passion for CFY's mission
- Bachelor's degree
- Proven project management skills and strong operations expertise
- At least five years experience in warehouse management and/or warehouse shipping and receiving
- At least five years experience in directly managing full-time staff
- Proven leadership and personnel management experience

- Proven experience building and maintaining partnerships
- Strong written and oral communication skills
- Proven organizational and problem-solving skills
- Demonstrated ability to work independently and with minimal oversight
- Capacity to thrive under pressure while working on multiple tasks and projects
- Ability to set priorities for self, team and peers, and adjust when priorities change
- Proficient using all Microsoft Office applications including Word, Excel, and Outlook

Preferred:

- One or more of the following:
 - Certification to drive fork lifts and/or transporters
 - Experience soliciting in-kind donations
 - Oral Spanish proficiency
 - Experience in non-profit organizations

COMPENSATION AND BENEFITS

Compensation will be highly competitive and commensurate with experience. CFY also offers a generous benefits package.

TO APPLY

Please send a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position, and stating both your current/most recent compensation and how you heard about this opportunity, to: jobs@cfy.org using the following conventions:

Subject line: CFY-NYC Director of Warehouse Operations

Cover Letter: yourfirstname_yourlastname_coverletter.doc

Resume: yourfirstname_yourlastname_resume.doc

Applications will be reviewed on a rolling basis.

Computers for Youth is an Equal Opportunity Employer