

118,000+ local kids need basic school supplies.
Let's fix that.

TEP Teacher Resource Center (TRC) Program Coordinator Job Description

Reports to: TRC Program Manager

JOB DESCRIPTION:

Join the team at The Education Partnership to help provide essential school supplies to students and their teachers in under-resourced schools in Southwestern PA. As Program Coordinator for our flagship Teacher Resource Center program, you will work to serve the needs of our over 200 partner schools and 11,000 school staff members. As The Education Partnership grows, we expect to distribute over \$14 million worth of school supplies into the region.

Successful candidates are those who will thrive by working in a fast-paced, dynamic and collaborative office and warehouse space with a clear focus on helping kids in need.

The TRC Program Coordinator will work closely with dedicated staff and volunteers to support the teachers we serve through the organization's core values (respect, integrity, service, equity, and resourcefulness)

RESPONSIBILITIES:

Teacher Resource Center Program Coordination:

- Prepare for and execute TRC shopping activities independently and in collaboration with the TRC Program Manager and Operations team
 - Welcome, sign in and explain shopping process to shoppers
 - Coordinate and implement distribution of core and segmentation items
 - Condense, restock, clean and beautify TRC retail space before/during shopping, including usage of the pallet jack and forklift
- Promote a positive, caring, and worthwhile shopping experience for educators by proactively assisting and building relationships with shoppers
- Manage TRC volunteers: train volunteers on TRC job duties, coordinate them during shopping, and promote a positive experience that encourages repeat volunteerism
- In the absence of the TRC Manager:
 - promptly handle shopper inquiries, appointments, rescheduling, and cancellations to ensure teacher satisfaction and continuity of operations
 - coordinate with Operations team to ensure adequate inventory flow from warehouse to Teacher Resource Center
 - Record and update existing school and teacher data in Salesforce
- Assist with other relevant programmatic and operational needs as required

Inventory and Retail Management:

- Enhance and promote the TRC wish list system; manage requests, fulfillment, and distribution of wish list items
- Manage the restock of ready-made core boxes to the TRC

- Manage the restock of ready-made segmentation pallets to the TRC
- Oversee all TRC production needs
 - Coordinate and execute the production of TRC materials (boxes, bags, etc.) for distribution during shopping
 - With Operations team, maintain inventory levels in the production area
 - Organize and beautify the production area as needed
 - Train and lead volunteers in production tasks
- Assist Operations team with regular cycle counts of TRC inventory

CORE COMPETENCIES:

- Display strong written and oral communication skills
- Embody a forward-facing, customer service mindset; retail or other customer service experience a plus
- Possess strong attention to detail, organizational skills and thorough follow-through abilities
- Excellent problem-solving, analytical, technical, and mathematical abilities
- Fluent in MS Office Suite and Google Suite
- Ability to learn Salesforce and Point of Sales software
- Bachelor's Degree or equivalent experience preferred
- Ability to frequently lift 35 lbs., stand, walk, bend and stoop for extended periods
- Willingness and ability to work weekend shifts (at least 2 Saturdays per month)
- Willingness and ability to obtain forklift certification within 90 days of hire (on-site training and certification provided)
- Valid PA driver's license
- The following PA clearances, or proof of application of clearances, are required beginning employment and as a condition of continued employment:
 - Pennsylvania Child Abuse History Clearance
 - Pennsylvania State Police Criminal Record Check

COMPENSATION AND BENEFITS

This is a full-time (32-40 hours/week), hourly, non-exempt position based in Pittsburgh, Pennsylvania. Salary range is \$20-22/hr and will be commensurate with applicant's education level, experience and other attributes. Benefits include free parking, professional development, advancement opportunities, PTO, 401K and will be discussed and considered as part of the overall compensation package.

Job placement at The Education Partnership will include successful past employer reference checks. All employment practices are in accordance with State of Pennsylvania and the EEOC guidelines and regulations. Storehouse for Teachers d/b/a/ The Education Partnership is a Pennsylvania nonprofit corporation and is subject to the governance of their Board of Directors 501(c)(3). The Education Partnership is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, sex, national origin, religion, age, disability, gender, sexual orientation, gender identity/expression, protected veteran status, genetic information, marital status or any other characteristics in accordance with federal and state law.

TO APPLY: Email: cover letter and resume to Resumes@theeducationpartnership.org. Please mention how you heard about this position.