



Position Title	Logistics & Warehouse Manager
Organization	Furnish for Good
Reports To	Director of Logistics & Warehouse
Employment Status	Full-Time, 40 hours per week
Work Location	Warehouse-based; onsite five days per week

Organization Mission

Furnish for Good (FFG) supports neighbors in need by providing gently used home furnishings through a dignified and empowering experience. In partnership with more than 40 local agencies working to end homelessness, FFG helps individuals and families who are transitioning from homelessness and other challenging circumstances to create safe, comfortable, and functional homes.

What makes FFG distinctive is not only what we provide, but how we provide it. Rather than simply distributing donated items, FFG operates a showroom where staff and volunteers thoughtfully arrange furnishings and household goods in room settings. Partner agencies refer individuals and families, referred to as clients, who visit the showroom in person or virtually with their case worker or family advocate to select the items that best meet their needs.

For many clients, FFG is the only resource available to help transform an empty space into a stable and dignified home. We believe a family's physical environment can significantly affect daily life, self-respect, emotional connection to home, and long-term housing stability. By offering clients the opportunity to choose their own furnishings, from a sofa to the color of pillows, FFG helps restore dignity, personal agency, and a sense of belonging as families begin a new chapter.

Position Summary

The Logistics & Warehouse Manager is responsible for overseeing key warehouse operations and logistics functions for Furnish for Good. This position ensures safe, efficient, and accurate receipt, storage, movement, and distribution of donated furnishings and household goods. The role also supports the coordination of mission deliveries and in-kind donation intake in partnership with the Director of Logistics and Warehouse, while providing direct supervision and assistance in the warehouse and on the truck to a dedicated team of moving professionals.

The ideal candidate will demonstrate integrity, sound judgment, flexibility, compassion, and professionalism, along with the creativity, persistence, and adaptability needed to support the needs of a growing nonprofit organization.

This position works collaboratively with the Executive Director, Director of Logistics and Warehouse, program staff, development staff, Board of Directors, volunteers, and community partners. This role also interacts regularly with donors and community partners and requires the ability to handle confidential information with tact, diplomacy, discretion, and sound judgment.

This is a full-time position, defined as 40 hours per week. The position is warehouse-based and requires onsite availability five days per week, with occasional weekend availability on Saturdays and Sundays as needed.



Compensation and Benefits

This full-time position is eligible for employee benefits, including paid holidays, paid time off, cell phone reimbursement, performance bonuses, and other benefits in accordance with organizational policy.

Essential Duties and Responsibilities

Supervisory Responsibilities

- Lead, coach, and supervise a dedicated moving team responsible for carrying out various logistics, transportation, and warehouse functions.
- Provide onboarding, coaching, and ongoing training to ensure compliance with safety procedures and excellent customer service standards.
- Maintain required employee documentation, certifications, licenses, and background checks in accordance with organizational policies.
- Oversee maintenance, repairs, inspections, and operational readiness of trucks, warehouse equipment, and facilities.
- With the Director of Logistics and Warehouse, create and ensure safety guidelines and procedures of warehouse, equipment, and truck are met by staff, volunteers, and others.
- Work with programs team to assist with volunteer engagement.
- Support the continued growth and operational success of Furnish for Good and Good to Go moving services.

Inventory Control

- Manage the efficient flow of donated furnishings and household goods into and out of the warehouse while maintaining appropriate inventory levels and anticipating needs along with FFG staff and programs team.
- Serve as the point of contact for daily mission deliveries and donation pick-ups in the Charlotte area.
- Assist with the coordination of donation drives with community members and businesses.
- Work with development team to ensure all in-kind donor information is recorded accurately in database.
- Collaborate with other local non-profit organizations to receive items within the guidelines of FFG furnishings and household goods.
- In coordination with FFG programs team, assist with local consignment deliveries and pick-ups.

General Responsibilities

- Serve in a hands-on managerial role by leading and working alongside employees in daily warehouse and delivery operations, including loading, unloading, moving furniture, and other essential physical job duties.
- Safely operate and maneuver 16- to 26-foot box trucks as required.
- Monitor warehouse organization, cleanliness, and safety to ensure efficient operations.
- Represent Furnish for Good professionally with donors, volunteers, community partners, and the public during daily operations, special events, and outreach activities.
- Perform other duties as assigned.

Education and Experience

- Bachelor's degree or equivalent professional experience preferred.
- At least two years' experience in supervisory capacity in logistics and/or warehouse management.
- Understanding of industry standards regarding logistics, transportation, and warehouse management.



Required Skills and Abilities

- Demonstrated experience and ability to safely drive, maneuver, and operate 16- to 26-foot box trucks.
- Must possess and maintain a valid driver's license.
- Must maintain a driving record that meets the standards established by Furnish for Good's insurance carriers.
- Ability to frequently lift and carry furnishings and household goods weighing up to 100 pounds with or without assistance, utilizing appropriate equipment and safe lifting techniques.
- Ability to operate pallet jacks, hand trucks, dollies, and other warehouse equipment safely.
- Ability to work outdoors in varying weather conditions, including heat, cold, and rain.
- Ability to safely navigate between pickup and delivery locations while consistently complying with organizational policies and all applicable safe and lawful driving standards.
- Regular and reliable attendance, including availability for rotating schedules and on-call responsibilities as needed.
- Must have dependable transportation to and from work.
- Excellent communication skills, including the ability to communicate proactively, build rapport, listen effectively, respond appropriately, and give and receive constructive feedback.
- Ability to approach responsibilities with urgency, professionalism, and follow-through.

Preferred Qualifications and Characteristics

- Strong attention to detail with recordkeeping and documentation.
- Proficiency with Microsoft Office applications and related workplace technology.
- Self-directed professional who can work effectively with limited supervision.
- Strong project management, organization, and follow-through skills.
- Experience collaborating with mission-driven nonprofit teams and stakeholders.
- Ability to handle confidential information with professionalism, discretion, and sound ethical judgment.
- Positive, solutions-oriented approach with a strong commitment to effective problem solving.
- Demonstrated discretion, good judgment, and consistent attention to detail in daily responsibilities.
- Excellent interpersonal skills with the ability to build positive working relationships.
- Innovative, self-motivated, and able to manage multiple projects well, working both independently and as a team member.
- Goal-oriented, organized, and able to prioritize competing responsibilities while consistently meeting deadlines.

To Apply:

Submit a cover letter and resume to Michael Lewis at michael@furnishforgood.org