Program Associate – Part-Time

Job Description

Posted 1/30/2026

The Baltimore Community ToolBank serves community-based organizations by providing tools, equipment, and expertise to empower their most ambitious goals. We put tools in the hands of those who power change. Our vast inventory of sharp, clean, and ready tools and equipment is available year-round to organizations working to uplift, educate, beautify, and strengthen our shared community—saving thousands and unlocking the potential of projects big and small. Learn more about our program at baltimoretoolbank.org

Position Overview

The Program Associate will report to the Program Manager and support day-to-day operations of the ToolBank's core Tool Lending Program which fulfills 789 tool orders per year. This position predominantly involves preparing and returning orders, warehouse organization and branding projects, and other general support tasks. Other roles could include supporting volunteer projects, co-hosting tours, maintenance of onsite sustainable features (rain gardens and stormwater management system), and general upkeep of inventory and warehouse areas.

Our staff is small, dynamic, and deeply dedicated to our core mission. Our work is diverse as are the hundreds of member organizations we serve. In any given day, staff could paint tools, support a volunteer group, load hundreds of chairs into a truck, and troubleshoot problems with members. All of this work is to support nearly 300 community groups, non-profits, and neighborhood associations who utilize our tools to build, beautify, and strengthen our shared community.

The candidate who lands this job will be passionate about social justice and have enthusiasm for our tool lending program. ToolBank staff will provide training in full to the right candidate.

The Program Associate will assist with

Warehouse Operations

- Actively fulfill tool orders, including pulling of tools from shelves and loading as appropriate with partners
- Preserve ToolBank inventory in keeping with best practices under guidance of Program Manager
- Maintain effective warehousing logistics for tools and materials, donated items, and any other items going into and out of the warehouse
- Maintain accurate records of pick sheets, order receipts, and returns
- Provide courteous, prompt service to all volunteers, customers, community partners, and visitors

ToolBank Support:

- Support volunteer programs, including helping setup/breakdown events and supporting / working alongside volunteers to repair tools
- Occasional event attendance and support (once a quarter) such as Open House and annual Hammers & Ales Fundraiser

Qualified Candidates Will

- Be passionate about Baltimore and particularly be an advocate for the neighborhood associations and non-profits that make our city vibrant
- Be eager to engage with members from all backgrounds and support them as they tackle a diversity of issues
- Interact with volunteers, clients, staff and board members in a friendly, courteous and professional manner
- Possess (or be willing to learn) a basic knowledge of tools and how they enable community projects
- Have basic computer proficiency in email, scheduling, and tracking
- Perform other duties as assigned

Special Notes

This position requires heavy lifting (up to 40lbs) and attention to detail all while working in an un-conditioned warehouse (there are heated/cooled break rooms).

Part-Time Position

8 – 30 hours weekly. Schedules are set on a monthly basis with flexible hours during Monday - Friday 8:30am - 4:30pm. Potential for occasional weekends / evening shifts with notice. There will be a guaranteed minimum of 8 hours per week.

Compensation & Benefits

Wage starting at $20 per hour.
Prorate paid time off package.
This position does not qualify for healthcare or other benefits.

Applying

Interested applicants should send a resume and cover letter to baltimore@toolbank.org with the subject line of “Program Associate Application” by Friday, February 20th.