

TITLE: General Manager of Honest Junk Company  
TYPE: Full Time  
LOCATION: 4801 S. Whipple, Chicago, IL 60632  
REPORTS TO: Executive Director

### **ORGANIZATION OVERVIEW**

The Chicago Furniture Bank (CFB) is a 501c3 nonprofit whose mission is to provide dignity, stability and comfort to Chicagoans that face poverty by allowing clients to handpick an entire home's worth of furnishings for free. Since opening in 2018 the CFB has grown to the largest furniture bank in the country, furnishing 4,000 homes for 10,000 clients in 2022. The CFB currently has a team of 60 FTE staff and runs 15 straight trucks.

CFB's fully owned subsidiary, Honest Junk Company (HJ), is the first 501c3 residential hauling and corporate decommissioning service in the country. Over the last year HJ has done \$2MM+ in revenue (250% YoY growth) and has become a critical source of cash flow for the CFB's \$4.5MM operating budget.

### **POSITION SUMMARY**

The GM of Honest Junk Company's main responsibilities are growing earned revenue, securing enough furniture to furnish 5,000+ homes per year and ensuring our operations are running smoothly / professionally.

#### **Essential responsibilities and duties include but are not limited to:**

#### **Business Development (Securing Furniture and Honest Junk Revenue Growth) (30%)**

*\*In coordination with the Business Development Associate, Dispatchers and Corporate Account Executive (part-time).*

- \*Source new relationships for corporate decommissions (hotels, residence halls, manufacturers) as well as referrers (estate sale companies, realtors, organizers, senior living facilities).
- \*Manage relationships with existing influencers, referrers and corporate accounts.

#### **Operations and Execution (30%)**

*\*In coordination with the CFB's Operations Manager*

- Expanding and evolving internal systems and procedures.
- Managing corporate decommissions by leading the client relation, quotes, staffing and execution.
- Ensuring the CFB has enough furniture to furnish 5,000 homes per year (there are abundance of opportunities).
- Troubleshooting issues as they occur.

## **Management (30%)**

*\*In coordination with the CFB's Operations Manager*

- \*Ensuring that the warehouse staff and truck teams are trained and following the CFB's rules and procedures.
- \*Hiring for front office staff, drivers, and movers.
- Supervising higher level daily operations of the company including, truck dispatchers are efficiently scheduling routes, operations manager is managing warehouse operations and drivers.

## **Managing Professional Service Providers (10%)**

- Leading relationships and with third party service providers.
  - Mechanics, 3PL truck companies, staffing agencies, and others.

## **Work Environment**

- The position is on-site at CFB's Brighton Park office and is accessible by public transit (Kedzie orange stop). Work at off-site locations is required and those may not necessarily be fully accessible. No remote work.
- Occasional evening and weekend work may be required.
- Smoke and drug-free environment.
- Chicago Furniture Bank is an equal opportunity employer and believes in fostering a diverse and inclusive staff. To do this, we not only recognize each individual's diverse identity but also actively create and maintain a culture of inclusion where all CFB employees feel involved, respected, and supported for their diverse identities. Please let us know if there are any accommodations you require.

## **Education, Experience, and Qualifications**

- Bachelor's degree (BA) or equivalent experience.
- Three to five years of executive or high-level management experience in operations or logistics.
- Experience managing general labor.
- Proven and exemplary customer service focus, with strong internal and external relationship management and cultivation skills.
- Ability to execute. Excellent written and oral communication skills. Strong interpersonal skills.
- Previous experience working with CRM required (Salesforce preferred).
- Proficiency with Microsoft Word, Excel, PowerPoint required.
- Ability to operate with purpose, urgency, and accuracy in a fast-paced, ever-changing environment.

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- Detail-oriented, organized, and deadline-driven.
- Capacity to see the “big picture” and manage details simultaneously.
- Ability to work in a team and individually.
- Excellent problem solver and ability to “think outside the box.”
- Experience working with diverse groups of people including donors, clients, volunteers, partner organizations and community partners.

### **Compensation**

- Salary is commensurate with experience (market pay). Benefits of working at CFB include being part of a team and organization that is results-driven, mission focused, and committed to work-life balance; Opportunities for growth, leadership, and professional development; Health insurance and IRA; Generous paid and sick time off package; Parental leave.

### **To Apply**

- **To apply, send your resume to Nancy Kramer at [nancy@industrialcouncil.com](mailto:nancy@industrialcouncil.com).**
- Candidates will be considered immediately and the position begins as soon as possible.
- NO PHONE CALLS