

# Manager of Reuse & Technology Refurbishment

## Job Description



<b>Department:</b>	Technology Reuse and Technology Refurbishment	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Executive Director	<b>Physical Strength:</b>	Moderate
<b>Salary:</b>	\$75,000-78,000	<b>Class:</b>	Non-Union

### Summary

The Manager of Reuse & Technology Refurbishment is responsible for setting and evaluating refurbishment targets for the Technology Refurbishment staff, and responsible for ensuring the effective and efficient management of Free Geek's processes for determining if a computer system, accessory or other electronics, should be reused or recycled. This includes the removal of components so they can be inventoried and tested, and the refurbishment of qualified systems for consumer use. The technology refurbishment staff include Hardware Test, Desktops, Mobile Devices, Laptops, and Macland (Apple products), which are major programs that produce refurbished technology for our community programs. This role is also responsible for keeping with Free Geek's data security policies and practices which keep the organization compliant with its data security certifications and memberships.

### Essential Duties

1. Work with employees to achieve goals related to refurbishment, volunteer education and engagement, and environmental responsibility
2. Report all relevant metrics and analyses to the Executive Director accurately and in a timely fashion
3. Propose, conduct analyses, and execute projects for capacity building, cost reduction initiatives, quality improvement, and organization strategy
4. Ensure implementation of all policies and procedures for data destruction and other security measures to protect data on donated devices
5. Works in collaboration with the Manager of Receiving & Recycling for process improvement, inventory management, and data security best practices

### Job Duties

#### DEPARTMENT MANAGEMENT 50%

- Manage and oversee operations in the Hardware Test, Desktops, Mobile Devices, Laptops, and Macland work areas
- Ensure that Technology Refurbishment employees and contractors treat all co-workers, volunteers, donors and customers with courtesy and respect
- Set and evaluate refurbishment targets for Technology Refurbishment staff
- Communicate and document processes for determining if a computer system, accessory or other equipment should be reused or recycled
- Ensure regular schedules and proper training for employees, apprentices and interns
- Ensure implementation of all policies and procedures for data destruction and other security measures to protect data on donated devices
- Implement organizational priorities for production for Free Geek programs and infrastructure needs
- Coordinate with Receiving, Sorting, and Secure Data Area employees to remain informed about hardware donation and data security trends
- Maintain appropriate standards of quality for all devices produced by building on our current quality control standards
- Oversee and work with employees and contractors to maximize production within established guidelines

- Oversee and work with employees and contractors to identify and develop emerging production streams, advancements in technology, and organizational infrastructure updates
- Ensure complete, accurate and up-to-date documentation for all production workflows and practices
- Ensure that the refurbishment areas and equipment are properly maintained and orderly
- Ensure that organizational infrastructure equipment needs are met and properly maintained in collaboration with manamagnet, IT and Secure Data Area teams
- Maintain a working knowledge of OS deployment and technology refurbishment best practices and licensing requirements in partnership with Operations & IT
- Advises on how to mitigate technology related risks, develops, and ensures compliance with organizational technology and cyber security policies

### **PROJECT MANAGEMENT 30%**

- Hire, supervise and negotiate scope of work and contracts for contractors within the department
- Liaise with other managers to formulate objectives, strategize, problem solve, and understand production requirements.
- Develops project scope, cost estimates, staffing requirements, work plans, time schedules, communication plans, and assigns work to meet all technology-related project objectives
- Determine the amount of necessary resources, estimate costs, and prepare budgets
- Selecting, ordering, negotiating pricing, and purchasing needed materials to ensure production metrics are met
- Recommend and implement improvements to the Tech Refurbishment Departments
- Collaborates with the Operations & the IT Departments to recommend and implement infrastructure updates
- Propose strategic improvements, priorities, and support the annual budget development process in partnership with the Leadership Team.
- Propose, conduct analyses, and execute projects for capacity building, cost reduction initiatives, quality improvement, and organization strategy
- Propose and execute projects for software implementations across the organization
- Other duties as assigned

### **Admin and Staff 20%**

- Hire, train and develop a talent pipeline for the department
- Perform regular reviews and professional development plans for staff and interns
- Keeping with staff time cards, schedules and union contract responsibilities
- Attend leadership team meeting and 1:1 with the Executive Director
- Prepare for occasional interviews and tours of the department
- Keep a daily, weekly and monthly cadence for a clean, safe and ready work environment
- Occasionally attend technology collection events, gala's, networking and tabling events
- Occasionally attend meeting at workgroups or coalitions where Free Geek is an active member such as National Digital Inclusion Alliance or the Nonprofit Refurbisher Network

### **Supervisory Responsibilities**

Directly supervises exempt employees, non-exempt employees, and contractors in the Technology Refurbishment departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Qualifications**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

## **Education & Experience**

- Demonstrated confidence and competence working with diverse populations is required.
- Minimum of 3 - 5 years related experience and/or training or equivalent combination of:
  - Multiple team leadership and management experience.
  - Deep understanding of nonprofit operation, management, and programmatic work.
  - Working with a medium sized organization's leadership team making collaborative decisions.
  - Understanding of computer hardware/software
  - Strong ability to self manage, take initiative, and effectively manage a broad range of projects and activities at one time.
- Experience with technology refurbishment, digital equity work, and/or e-waste recycling preferred.
- Previous volunteer experience at Free Geek or another service organization is preferred.

## **Certificates, Licenses and/or Registrations**

This role requires HIPAA certification.

## **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, MOUs and vendor contracts, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **Computer Skills**

Job requires advanced/specialized computer skills. Must be adept at using various applications including database, report writing, project management, graphics, word processing, presentation creation/editing, communicating by email and using scheduling software. This position requires ability to train on the refurbishment and production of machines and other electronic devices and includes various technology troubleshooting. Must be adept in spreadsheet use for KPI tracking, production planning, cost analysis, and reporting.

## **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform their essential duties.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to handle, feel, and type, and talk or hear. The employee is occasionally required to stoop, kneel, crouch or crawl, reach with hands and arms, smell, be working near moving parts, be subjected to fumes or airborne particles and unknown, potentially toxic or caustic chemicals, as well as the risk of electric shock, battery combustion, and/or fire from equipment malfunction.

The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds, with assistance. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate to loud.

**Travel**

This position generally does not require travel outside of commuting to and from Free Geek. Minimal travel may be required, occasionally.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_