



Mover & Warehouse Associate

Pick-Up Program

Location: 15 Pamaron Way, Novato CA

Hours: 40 hours/week (Full Time)

Compensation: \$25/hour + Benefits

About Us

Make It Home Bay Area is a nonprofit furniture bank dedicated to transforming lives by providing gently used furnishings to individuals and families transitioning out of crisis. We are committed to exceptional service, sustainability, and creating meaningful community impact.

As we expand our operations, this role plays a critical part in safely collecting donated furniture from community members and supporting daily warehouse and logistics operations. We are seeking a reliable, safety-focused, and team-oriented individual to join our growing team.

Job Description

The Mover & Warehouse Associate supports Make It Home Bay Area through a hybrid role that includes furniture donation pickups from private residences and on-site warehouse operations. This position represents MIH directly in the community and requires a high level of professionalism, physical readiness, situational awareness, and strict adherence to safety protocols, particularly when entering and removing furniture from donors' homes.

Approximately 20 hours per week will be dedicated to donor furniture pickups, with the remaining 20 hours per week supporting warehouse operations, volunteer support, and furniture setup. This role is full-time with guaranteed 40 hours per week. Work hours may vary based on donation pickups, deliveries, and warehouse needs, and may include early mornings, evenings, or occasional weekends. This is not a fixed-schedule position, and flexibility is required.

Key Responsibilities

Furniture Donation Pickups

- Safely remove and load donated furniture from private homes, apartments, and businesses
- Follow all MIH donor-home safety protocols when entering, working within, and exiting private residences
- Conduct pre-move safety assessments to identify hazards such as stairs, tight spaces, fragile items, pets, uneven flooring, or poor lighting
- Use proper lifting techniques, furniture dollies, straps, pads, and protective equipment to prevent injury and property damage
- Protect donor property at all times, including walls, floors, door frames, and personal belongings
- Follow donor-specific requests (e.g., booties, added floor protection, careful navigation)
- Serve as the lead driver (box truck and cargo van) for the pick-up program, operating vehicles responsibly and in accordance with all safety protocols.
- Communicate clearly, respectfully, and professionally with donors
- Immediately report any safety issues, incidents, or near-misses to supervisors
- Maintain a clean, professional appearance while representing MIH in donors' homes

Warehouse Operations & Moving Support

- Assist with unloading, staging, and organizing donated furniture at the warehouse
- Support furniture setups for home installations
- Assist movers with loading/unloading trucks for pickups and deliveries
- Ensure essential inventory is stocked and organized
- Support volunteer shifts by assisting volunteers with moving, staging, and furniture prep
- Track specified inventory as directed and report on item condition
- Maintain a clean, safe, and organized warehouse environment
- Assist with warehouse cleaning, trash, and recycling removal at the end of each day

Safety & Professional Conduct Expectations

- Follow all Make It Home Bay Area safety policies and procedures at all times
- Use proper lifting techniques, team lifting, PPE, and moving equipment to prevent injury or damage
- Conduct safety assessments before and during furniture moves; pause, modify, or decline tasks if conditions are unsafe
- Take extreme care when working inside donor homes, including protecting floors, walls, doorways, and personal belongings
- Follow all donor-specific requests and respect personal boundaries within private homes
- Maintain a professional appearance and respectful communication with donors, volunteers, and coworkers at all times, and adhere to MIH uniform standards during every shift.
- Represent Make It Home Bay Area with honesty, care, and professionalism in all settings
- Avoid personal cell phone use during work hours except for work-related needs
- Accurately track hours worked using the Gusto app
- Maintain a drug- and alcohol-free workplace at all times, including while operating company vehicles
- Communicate proactively regarding schedule changes, time off, or safety concerns

Qualifications

- High school diploma or equivalent.
- Prior experience in moving, warehousing, or delivery is preferred but not required.
- Ability to lift and move heavy items (up to 75 lbs) safely and repeatedly throughout the day.
- Reliable, punctual, and able to follow detailed instructions.
- Strong communication skills and a respectful, professional demeanor.
- A valid driver's license and a clean driving record.
- Comfortable using GPS and mobile communication tools.
- Flexible availability, including occasional evenings or weekends.

What We Offer

- Competitive pay: \$25/hour with opportunities for overtime.
- A monthly stipend of \$50 for phone expenses and \$150 for transportation will be provided and included as part of your paycheck.
- Benefits including health insurance, paid time off, sick leave, holiday pay, and a 403(b) retirement plan.
- Opportunities for performance-based bonuses.
- Paid training and ongoing development.
- The chance to make a real difference in the lives of Bay Area families.

How to Apply

Please email your resume to jobs@makeithomebayarea.org.

Equal Opportunity Employer

Make It Home Bay Area celebrates diversity and welcomes qualified applicants regardless of race, color, religion, gender identity, sexual orientation, national origin, age, disability, veteran status, or any other protected characteristic. We are committed to creating an inclusive workplace for all.