



CHICAGO
FURNITURE
BANK

POSITION PROFILE

Chicago Furniture Bank
Executive Director
Chicago, IL



ABOUT THE CHICAGO FURNITURE BANK

The Chicago Furniture Bank is a 501c3 nonprofit organization whose mission is to provide dignity, stability and comfort to Chicagoans who face poverty by allowing clients to handpick an entire home's worth of furnishings for free. We believe everyone should be able to sleep in a bed, share a family meal at a kitchen table, and enjoy the comfort of a furnished home.

Since opening in July of 2018, the CFB has grown to become the largest furniture bank in the nation, furnishing 3,200 homes for 8,000 clients in 2021. We currently furnish 15 homes per day and have more than 50 full-time employees, many of whom are hired from nonprofit workforce development agencies.

When families leave shelters and move into permanent housing, they often do not have many, if any, belongings. The agencies that find housing do not have the resources to provide furnishings. This results in families living in empty spaces for extended periods of time or even indefinitely. That's where the Chicago Furniture Bank comes in.

Through partnerships with 400+ social service agencies around Chicagoland, the CFB furnishes homes for clients referred by our nonprofit partners. With a 10,000 square foot showroom and delivery options, we allow our clients' transition into a new chapter in their lives to be comfortable, smooth, and easy, increasing their stability.

In 2020, the CFB also launched the Honest Junk Company, the first 501c3 liquidation and junk removal service. Honest Junk completes commercial liquidations (hotels and residence halls) as well as residential pickups. The combined organization creates a sustainable loop that includes furniture acquisition, distribution to households in need, and significant reduction in landfill waste. Together, Honest Junk Company and Chicago Furniture Bank have been able to cover most of its operating budget through earned revenue from operations.



The Chicago Furniture Bank helps the Chicago community in the following 4 ways:

Furnish Homes for People in Need

Our furnishing packages turn empty spaces into real homes. The CFB's services allow clients to handpick the items they want from our showroom based on their style. Each household receives a complete furniture package with beds, couches, dressers, kitchen tables, chairs, lamps, mirrors, artwork, kitchenware, rugs and more.

- The CFB will furnish 4,000 homes for 10,000 clients in 2022.
- Our furnishing package given away on average costs \$1,500 at resale stores.
- 50% of our clients' annual household income is under \$6,000 per year.
- 400 local partner service agencies refer clients to the CFB. Before the CFB, 85% of our partners had no way of getting their clients furniture when moving into a new home.

Reduce Environmental Waste

Around 12.2 million tons of furniture ends up in landfills each year. The CFB serves as an intermediary between those who have furniture and those who don't.

- Furniture is the least recycled household item in the US.
- By distributing gently used furniture that would otherwise be thrown away, the CFB has diverted more than 3,000 tons of furniture from landfills annually.

Create Jobs for At-Risk Youth

We provide jobs to underprivileged individuals from the same communities we serve.

- We primarily hire at-risk young adults affected by gang violence, homelessness, and trauma who have limited opportunities in the workforce.
- We collaborate with prominent workforce development agencies in our hiring processes.

Provide a Convenient Removal Service to Donors

The CFB gives both corporations and residential households an easy way to give back to families in need and reduce waste.

- By ensuring furniture goes directly to families in need, we provide donors with a tax-deductible, feel-good way to declutter.



SEE OUR IMPACT:

Over the last four years, the Chicago Furniture Bank has furnished 7,500 homes for over 17,000 people and given away furniture weighing over 6,000 tons.

7,578

**TOTAL HOMES
FURNISHED**

10,000,000+

**POUNDS OF
FURNITURE GIVEN
AWAY**

17,313

CHICAGOANS SERVED

The CFB's services have turned many empty spaces into personal and comfortable homes for our clients who are beginning a new chapter in their lives. To learn more about the Chicago Furniture Bank visit our [website](#).



THE OPPORTUNITY

After co-founding and leading the Chicago Furniture Bank since 2018, Griffin Amdur and Andrew Witherspoon have recently decided to step back from day-to-day leadership of the organization to hire a new, full-time Executive Director to lead the next phase of the Chicago Furniture Bank's growth and impact.

The Executive Director will oversee all aspects of the Chicago Furniture Bank and its sister non-profit, Honest Junk Company, with goal of growing its capacity to furnish more homes for households living in furniture poverty. They will be responsible for strategic planning, business development, people leadership, account management, financial sustainability, and day-to-day operations of the largest furniture bank in the United States.

The ideal Executive Director will bring an entrepreneurial mindset and a passion for building a sustainable business that serves others, enhances dignity, alleviates human suffering, and reduces environmental impact.

They will lead, hire, and manage a team of more than 50 full-time staff, including case managers, administrators, drivers, movers, and warehouse personnel. They will be an outstanding people leader and project manager. They will oversee the organization's logistics, including furniture acquisition and home delivery processes, to ensure smooth, timely and effective service for CFB clients and partner agencies. They will continually improve systems and processes to ensure workflows are clear and optimized.



KEY RESPONSIBILITIES

Essential responsibilities and duties include but are not limited to:

BUSINESS DEVELOPMENT AND RELATIONSHIP MANAGEMENT (40%)

In coordination with the CFB's Chief Operating Officer:

- Build and manage relationships with CFB stakeholders including the government agencies, board members, donors, vendors, and large corporate accounts for Honest Junk.
- Grow relationships among the CFB's referring client agencies to deepen partnerships and assure the organizations are happy with the CFB's program.
- Drive earned revenue opportunities through successful expansion of Honest Junk Company.

FINANCIAL MANAGEMENT & FUNDRAISING (25%)

In coordination with the CFB's Board of Directors:

- Develop budgets, grow revenues, and manage expenses to ensure fiscal sustainability.
- Create presentations and compile financials for quarterly board meetings.
- Create and execute fundraising strategy to supplement earned revenues.
- Ensure strong relationships with foundations, individual donors, and corporations.
 - Review and submit grant proposals, including working with grant writers.
 - Prepare and submit proposals, budgets, attachments, and reports before deadlines.
 - Plan and execute annual fundraising campaign. Write appeals, produce list segmentation, provide analysis reports, etc.



MANAGEMENT (25%)

In collaboration with CFB managers and leaders:

- Assure managers at the CFB are fulfilling their responsibilities and delivering excellent service to their teams, clients, and partner agencies.
- Cultivate a strong, positive, and inclusive culture that fosters staff happiness and wellbeing, as well as organizational growth.
- Hire back-office staff and ensure all administrative functions are operating smoothly and in line with best practices.
- Define target KPIs and hold employees accountable for achieving goals.

STRATEGIC PLANNING & OPTIMIZATION (15%)

- Define long-term strategy for the organization to reach goal of 5,000 households served.
- Create the roadmap for CFB to sustainably achieve its long-term goals.
- Discover, implement, and execute ways to improve processes and reduce operational bottlenecks.

CANDIDATE PROFILE

The ideal candidate will have the following professional and personal qualities, skills, and characteristics:

BUSINESS SAVVY & ENTREPRENEURIAL MINDSET

The Executive Director will have the business savvy and entrepreneurial mindset necessary to run and build a growing organization. They will know how to effectively lead in an environment that includes business development, moving logistics, warehouse operations, financial management, client service, external partnerships, and people leadership. They are goal-oriented and use metrics effectively to drive success. The ideal candidate will be resourceful, nimble, and calm under pressure. They will have experience leading teams in a fast-paced, early-stage organization. They will know how to problem solve in real time and roll up their sleeves in a pinch to help get things done. This leader will have experience working in emerging, evolving companies and organizations, and will relish the chance to take the CFB to new heights.



OPERATIONS AND PROJECT MANAGEMENT EXPERIENCE

The ideal candidate will have the demonstrated ability to simultaneously manage multiple projects with tight deadlines, including flexibly and quickly responding to unanticipated challenges. They will be highly organized and will be able to balance the need to provide “big picture” strategic guidance and then be able to execute accordingly. This leader will know how to structure and organize effective workflows, creating clear timelines and areas of responsibilities to ensure alignment and excellence in execution. They will build trust and keep team-members focused on key priorities and timelines. They will be open to new ideas and will be proactive in identifying opportunities to improve processes and systems.





PASSION FOR THE MISSION & WORK OF CFB

The ideal candidate will have a passion for the work and mission of the Chicago Furniture Bank. They will love working at an organization that is dedicated to providing dignity, stability and comfort to Chicagoans who face poverty. They will embrace the opportunity to serve others – internally and externally, especially those who are transitioning from poverty, homelessness, or other socioeconomic challenges. The Executive Director will be a highly effective advocate and spokesperson for CFB’s work and mission in a variety of contexts, including fundraising, sales, and business development. The ideal candidate will understand that operating a strong, financially sustainable organization is not an end goal. It is an essential means for advancing the mission of the CFB. They will be passionate about the CFB’s model of alleviating poverty, providing good job opportunities, and reducing environmental waste.

STRONG RELATIONSHIP BUILDER & PEOPLE MANAGER

The Executive Director will be highly skilled in working effectively and in building trusting, authentic relationships with a diverse array of colleagues and collaborators, internally and externally. This includes working employees, clients, partner agencies, social workers and case managers, government administrators, donors, corporate representatives, and the Board. The next Executive Director will be a great team leader, working inclusively and thoughtfully to build trust and hold people accountable. They will lead by example and inspire others to do their best work. They will have strong emotional intelligence and the ability to form authentic relationships with people from all different backgrounds. They will demonstrate a proven and exemplary customer service focus, with strong internal and external relationship management and cultivation skills. They will be responsive to the needs of clients and agencies, while also advocating for the work and needs of CFB.



ADDITIONAL DESIRED QUALIFICATIONS EDUCATION, EXPERIENCE, AND QUALIFICATIONS

- Previous experience working with CRM required (Salesforce preferred).
- Proficiency with Microsoft Word, Excel, PowerPoint required.

WORK ENVIRONMENT

- South side office is accessible. Work at off-site locations is required and those may not necessarily be fully accessible.
- Occasional evening and weekend work may be required.
- Smoke- and drug-free environment.



COMPENSATION & BENEFITS

Salary is competitive and commensurate with experience. The salary range for this role begins at \$130,000 annually, plus a competitive benefits package and professional development opportunities.

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.

CONTACT

Koya Partners, the executive search firm that specializes in mission-driven search, has been exclusively retained for this engagement. Steve Edwards is leading this search.

To make recommendations or to express interest in this role please email chifurniturebank@koyapartners.com. All nominations, inquiries and discussions will be considered strictly confidential.

About Koya Partners

Koya Partners, a part of Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—**The Right Person in the Right Place Can Change the World**—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information about Koya Partners, visit koyapartners.com.