

Position Profile

Title: Warehouse Lead (Keyholder), Calgary ReStores

Reports To: Store Manager

Purpose:

The Warehouse Lead will be responsible for ensuring accurate and seamless reception and processing of incoming donations, warehouse organization and the loading out of purchased product. The Warehouse Lead must understand the impact of this position to other business functions that depend on the accuracy and efficiency of receiving products. Inventory management, organization, cleanliness and ability to react quickly to change are essential functions for this position. The Warehouse Lead can be the first person that a donor will meet and so is to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

Key Responsibilities:

Donation Receiving

- Prepare warehouse to receive and deploy donations.
 - Stage warehouse area and create space for priority donations.
- Maintain a safe and clean work environment always.
- Receive incoming shipments and verify accuracy of product received from DC.
- Oversee the accurate and secure loading and unloading of shipments.
- Inspect products to ensure a saleable condition.
 - Place those products that are not of saleable condition in appropriate area for disposal.
- Follow pricing guidelines and ensure products are priced competitively for the ReStore market.
- Process all required paperwork and enter donations into the system. Complete appropriate appliance paperwork protocols.
 - Maintain adequate records for reporting and tracking.
 - Collect customer information for random or drive-up donations.
- Ensure products are priced, clean and assembled before being placed on the floor. Coordinate with front-end staff of product ready for placement.
- Confirm all products put in overhead are clearly marked with the proper paperwork as to SKU's and quantities.
- Follow safe operating procedures for forklift and pallet jacks.
- Forward all paper work for completion to the Store Manager and assist the Store Manager with finding errors and making corrections.
- Collaborate with Store Manager and DC Manager for product transfers.
- Collaborates with Store Manager and Supervisor on product ready for the sales floor and space required
- Open and close the store as required.

Sold Product Load out

- Work with the Store Manager, Customer Service Supervisor and Customer Service Associates to ensure sold product is removed from the sales floor and placed in the warehouse for pick up.
- Assist customers with loading their purchases following safety procedures.
- Ensure that sold product is kept organized, and ready for pick up.
- Monitor and inform Store Manager of any unclaimed product.

Decision-making

- Consult with Store Manager:
 - When desiring changes to any component of current processes, procedures, or policies.
 - Concerning any unusual financial costs.
 - With any safety concerns.
 - Customer service issue or any challenge with a donor or customer.
 - Any problem with an employee or volunteer.
- Inform the Store Manager:
 - Any employee or volunteer concerns.
 - Donor/customer problem even though resolved.
 - Donor, customer, relationship issues/opportunities.
 - Safety issues that have been addressed.
 - DC transfer concerns
 - Overstock or large donation concerns

Skills & Qualifications

- Proven excellent customer service experience and skills.
- Patience and good listening skills when dealing with individual donors.
- Takes great pride in completing a job with accuracy, proficiency and effectiveness.
- Excellent problem solving, decision making and computer skills.
- Effective planning and organization skills.
- Capacity to work under pressure in a fast-paced environment.
- Ability to regularly adapt to changing needs of the organization.
- At least one-year warehouse experience.
- Knowledge of DIY (do it yourself) building projects and materials.
- Certification in WHIMIS and First Aid.
- Able to work flexible schedule including evening and weekend hours.

Physical Requirements:

- Capable of lifting 50 pounds independently, more with a partner.
- Ability to spend the majority of the day standing or moving around the warehouse and store
- Able to work flexible hours.

Application Deadline: Friday, July 31, 2020

Please send your resume and cover letter to restorejobs@habitatsouthernab.ca

The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.