



## **WAREHOUSE ASSOCIATE**

### **Purpose and Job Description**

**JOB TITLE:** Warehouse Associate

**REPORTS TO:** Director, Warehouse and Facilities

**DIRECT REPORTS:** N/A

#### **POSITION PURPOSE:**

The purpose of the Warehouse Associate position is to ensure proper receiving, storing, and distribution of food inventory. The position processes and ships partner orders and maintains quality control of the warehouse inventory.

#### **KEY RESPONSIBILITIES:**

- Review and assemble customer orders from stock and place orders on pallets/shelves or relocate orders to a holding area
- Assist shipping and receiving processes as necessary including sorting food goods, order picking, loading, and unloading
- Sort and place items on racks according to Days on Hand and Standard Operations Procedures
- Operate manual and electric pallet jacks and forklift equipment to load and off-load freight/products up to 50+ pounds unassisted
- Mark materials with identifying information using the appropriate method
- Assist in the counting of physical inventory weekly, monthly, quarterly, and annually
- Organize and clean warehouse/work area for orderliness at all times
- Detect and eliminate/minimize safety hazards per policy and procedures
- Ensure the warehouse is accessible and safe for visitors, volunteers, and customer traffic
- Accurately and promptly report loss of product due to theft, damage, or expiration to the Manager
- Perform required before-, during-, and after-operation “user maintenance” of designated equipment and provide required reports
- Maintain high levels of accuracy in daily receiving and distribution operations
- Perform any other tasks assigned to support and improve the overall team operations

#### **JOB REQUIREMENTS / EXPERIENCE & QUALIFICATIONS:**

- Six (6) months or more of related experience and/or training; or an equivalent combination of education and experience is preferred
- Must be able to successfully operate all gas and electric-powered forklift trucks, as well as manual pallet jacks and other warehouse support equipment, following completion of mandated training.
- Self-starter with a good work ethic who follows instructions/procedures and pays attention to detail
- Able to lift and carry 50 pounds and can walk/stand for up to three hours
- A person of integrity with a teachable spirit who is committed to Crossroad’s mission and goals
- All equipment must be used without jeopardizing the safety of themselves, fellow associates, and volunteers
- Excellent customer service skills are essential
- English/Spanish bilingual is strongly preferred



## **WORKING CONDITIONS**

The physical environment requires the employee to work primarily in a climate-controlled warehouse and some maintenance work in outdoor settings. Regular workdays and workweeks are established with some evening hours, and work on Saturday in cases of emergency.

## **PHYSICAL REQUIREMENTS**

The ability to personally perform general maintenance repair tasks without endangering themselves, volunteers, or fellow employees. Work outdoors in temperatures exceeding 90 degrees and indoors below 0 degrees Fahrenheit, with proper clothing provided. The ability to lift and transport boxes or other materials that weigh up to 50 lbs., and use of ladders and lifts to access heights more than eight to 50 feet.

## **DISCLAIMER STATEMENTS**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

I, \_\_\_\_\_, have read, understand, and agree with the responsibilities included herein. I further understand that I will be assessed and evaluated annually according to these written expectations along with other goals and tasks as assigned by my leadership.

\_\_\_\_\_

**Date**