



St. Vincent de Paul Society of Marinette

District Council of Marinette

P.O. Box 1111

Marinette, WI 54157

POSITION: Warehouse Lead

Reports to: Store Manager

Vincentian Presence: To provide all services with dignity while assisting customers (which include voucher recipients and volunteers) without regard to race, color or creed.

Job Summary:

Ensures safe and efficient warehouse. Organizes inventory in warehouse area by stocking, labeling, and stacking boxes. Ensures sorting and pricing areas of the warehouse are clean, organized, and that recommended processes are followed. Communicates with floor lead to ensure the regular movement of priced inventory to the floor. Must possess good time-management and organizational skills. Excellent interpersonal skills needed to ensure smooth communications with subordinates and supervisors.

Essential Duties and Responsibilities:

- Ability to perform or train other associates on the Sorter and Warehouse job functions.
- Ability to perform, train and schedule volunteers and community service workers assigned to the warehouse area. This position will complete volunteer paperwork and provide to the Store Manager for filing.
- Ability to perform or train other associates how to greet customers with courtesy such as “Good morning”, “Good afternoon”, “Please” and “Thank you” to establish good customer relations.
- Ability to perform or train other associates how to listen to and resolve customer service inquiries and complaints.
- Ability to perform or train other associates how to maintain a clean and organized work area.
- Ability to perform or train other associates how to follow all safety procedures.
- Ability to perform or train other associates how to maintain warehouse cleanliness.
- Answers the telephone.
- Maintain and inspect warehouse and warehouse equipment and report to Store Manager any changes or issues.
- Monitor warehouse inventory levels and reports issues to Store Manager.
- Organize warehouse projects as assigned by the Store Manager.
- Assists Store Manager in documenting standard operating procedures for the warehouse.
- In absence of the Store Manager, may be assigned other specific duties such as projects.
- The above job functions are illustrative of the duties and responsibilities associated with this position and are not intended to be all inclusive. Employee may perform other duties as assigned.

Qualifications:

To perform this position successfully, an individual must be able to perform each job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education/Licensing/Certification:

- High School Diploma or equivalent preferred

Knowledge, Skills & Abilities:

- Excellent customer service skills with 2 years of sales/customer service experience preferred.
- Ability to work independently and under pressure.
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- Demonstrates a clear and effective speaking manner for the purpose of explaining information to customers and fellow associates. Training experience preferred.
- Detail-oriented and able to write.
- Ability to add, subtract, multiply and divide.
- High level knowledge of standard office software and ability to learn computer software systems used in the daily operations (e.g. Thrift Work) and research on the internet.
- Ability to operate standard office equipment.

Physical Demands:

- Frequently required to stand and/or sit, talk and hear.
- Regularly required to use hands and fingers to handle, feel or operate object, tools or controls and reach with hands and arms.
- Employee will frequently be required to actively listen and exchange information.
- Employee will be required to observe and assess information received via computer.
- Requires frequent use of computer.
- Ability to routinely lift and/or move up to 50 pounds with or without the use of a hand truck for distances up to 25 feet. Ability to push and/or pull up to 75 lbs. For transporting any weight 25 feet or beyond requires the use of a hand truck (or the aid of some alternate material handling equipment). Employee may occasionally be required to transport and move up to 800 pounds with the aid of material handling equipment.
- Regularly required to stand, walk, bend, climb, use hands and arms while servicing customers and stocking the floor.
- Specific vision abilities required by this job include close, distant and color vision; depth perception and ability to adjust focus.
- Must be able to operate in a drug-free workplace.
- Flexible to work varied hours and overtime as needed.