

Swamper and Warehouse Helper

Job Description

The successful candidate will be responsible for assisting drivers with the safe procurement and delivery of furniture for Find, as well as lifting and moving furniture and wares throughout the store warehouse. This role has a dual focus depending on staffing levels and workload. When swamping, this position will spend much of their workday with a driver, transporting furniture and housewares from the store warehouse to clients/customers and procuring furniture from donors in the community via truck. When not swamping, workers will assist in the warehouse by moving and lifting furniture, housewares, and equipment, and will provide customer service on store days as needed. Secondary duties also exist and will be completed as necessary and required.

Moving and Lifting

Swamping

- Unload and load furniture and wares for pick-up and delivery from store warehouse
- Lift a minimum of 80 lbs.
- Position furniture as directed by client/customer, some assembly as directed by dispatch and/or management

Furniture Evaluation and Inspection Assistance

- Assist driver in thoroughly inspecting furniture for quality
- Help to evaluate condition and style of donations for their saleability and potential future use and report to the driver for the final decision.

Warehouse

- Following a client furniture 'pick', move and stage furniture in back areas to load for next day delivery
- Help load/unload trucks as needed
- Assist store and warehouse assistants with large projects as needed
- Assist with cleaning, testing where necessary, and inspecting donations
- Replenish floor items once furniture has been cleaned, inspected and priced.

Customer Service

- Ensure complete donor, customer, and client satisfaction by treating every individual with respect, courtesy, and assistance
- Provide verbal information and cards/brochures about Find to serviced individuals, as well as those inquiring as needed
- Assist with moving furniture for customer's in-store as required.

Secondary Duties

- Additional warehouse and cleaning duties may be assigned as necessary and permitted.
- Cleanliness of delivery trucks is expected and is the responsibility of the driving team.
- Attendance of weekly/bi-weekly and some ad-hoc meetings is required.

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Reporting Structure

Working in a team orientated environment, swamper/warehouse helpers receive daily route schedules and changes from Dispatch and report directly to the Manager, as well as the Acting General Manager. Drivers have final say on procurement decisions and in certain situations act as supervisors to a swamper. Occasional direction from the Find Coordinator regarding process development and improvements can also be expected.

Skills

Swamper/warehouse helpers are expected to perform their duties while maintaining the highest level of customer service. We are looking for a reliable, positive team player to act as a representative in the community.

The successful candidate will:

- Possess strong communication and customer service skills
- Have the ability to work well in a variety of settings with minimal supervision
- Work well under pressure and tight deadlines in a fast-paced environment
- Participate as a member in a team orientated setting
- Demonstrate the ability to problem solve and achieve positive outcomes using critical thinking and proper judgment
- Be interested and have an acumen for continuous change and learning

Requirements

- Overtime work required as needed
- Steel-toed safety boots
- Own transportation to/from store warehouse, public transportation is available

About Find

Find is an initiative of Homeward Trust Edmonton. It is a social enterprise that offers quality, low-cost, previously used furniture for sale to the public. Furniture is also provided free of charge to participants in Edmonton's housing first support program. Proceeds from retail sales support programs for people transitioning out of homelessness and into permanent housing, helping them build better futures.

Please submit your resume to:

Brent Bushell
Director, Housing Development/Acting General Manager for Find
Homeward Trust Edmonton

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Thank you to all candidates that apply, however, only those selected for an interview will be contacted.