



3250 Schmon Parkway, Unit 1B
Thorold, Ontario L2V 4Y6
1 (888) 514-1370

Posted: October 27, 2023
Closed: November 26, 2023

EXTERNAL JOB POSTING

Shipping and Receiving Associate

OFFICE LOCATION: IDHC has a Head Office in Thorold and this role is located, in-person, at the head office.

START DATE: ASAP

HOURS: 8:30 a.m. – 4:30 p.m. Part-Time

IDHC is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background, IDHC will consider in recruitment activities relevant life experience and personal healing journeys.

Reports to: Director of Operations

Department: Operations Department

Team: Operations

Primary Objective:

The Shipping and Receiving Associate is responsible for all outgoing mail/courier/resource orders and incoming orders to head office. The Shipping and Receiving Associate accurately and efficiently receives incoming shipments and processes them according to established procedures. The incumbent also prepares outgoing shipments for customers and clients while ensuring accurate completion of the appropriate paperwork. The Shipping and Receiving Associate provides resolution to shipping and receiving discrepancies in coordination with appropriate personnel.

Key Responsibilities:

Shipping and Receiving

- Develop processes and procedures related to shipping/receiving and inventory management system
- Responsible for inventory management, including updating the website
- Provide graphic editing, create labels/stickers and materials for kits and shipments
- Responsible for all outgoing mail/courier/resource orders
- Pack and prepare resources and toolkits for shipping (including tracking costs)
- Ensures all outgoing shipments are packed securely, as per shipping specifications, for delivers to customers/clients and return shipments to vendors
- Receive incoming shipment orders and verifies completeness prior to signing the receipt of shipment
- Contact carrier representatives to obtain quotes, make arrangements, and to issue documentations and instructions for shipping and delivery of materials
- Monitor freight charges in order to obtain the most cost-efficient shipping rates
- Maintain stock and inventory, as well as current space available
- Organize and maintain the shipping area to ensure accessibility and the most efficient use of space
- Liaise with clients/customers as required (e.g., follow-up/order support, update shipping status, troubleshoot issues)
- Identify and resolve issues as goods arrive, escalating issues as necessary to appropriate personnel



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- Order shipping supplies as required
- Notify appropriate staff when shipping material is needed, ensuring an adequate supply at all times
- Develop and maintain inventory management system that connects the website and Sage
- Maintain inventory management system through Sage
- Ensure Sage inventory management is kept up-to-date as items are received into inventory
- Compile kits and update the inventory management system
- As kits are modified, adjust Sage and the website accordingly
- Receive new orders from the Procurement and Training Administrator
- Analyze the Purchase Orders and adjusts costs accordingly when prices change
- Help manage the online store component of the IDHC website
- Maintain inventory data on the website and connected to the Sage accounting application managed by the Finance Manager
- Other duties that may be designated by the Knowledge Program Manager

General Responsibilities

- Identify and participate in relevant training in order to effectively perform position duties
- Attend staff meetings as requested.
- Perform other duties and responsibilities designated by the Finance Manager.

Public Relations

- Ensure that the IDHC's public communications are correct, professional and follows the IDHC branding style and AODA guidelines.
- Adheres to professionalism in representing the organization at all times.
- Recognizes and respects the distinct cultures and community needs at all times.

Standards of Performance

- Support and work toward the IDHC's overall mission whilst respecting the IDHC's values.
- Adhere to all policies and procedures.
- Maintains the IDHC's Code of Confidentiality.
- Work collaboratively with others as a team member and addresses conflicts in a positive and open manner.
- Responsible to model and reflect a healthy and positive attitude when interacting with community and staff.

Qualifications:

Education

- High school diploma or equivalent

Experience

- One year of experience in a similar role

Knowledge, Skills and Abilities

- Working knowledge of office technology, using computer for processing labels and communications
- Established and proven record as a dependable and competent person
- Co-operative, conscientious and reliable
- Must be able to lift and transport large boxes and resources (up to 50 lb.)
- Current driver's license and access to vehicle



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- Knowledge of, or background in, Indigenous communities, culture, organizations, Indigenous health, diabetes and foot care is an asset

Working Conditions:

Work in a safe and suitable office environment exposed to low to mid-level computer use; frequent contact by email, phone and in person. Provides support to several team members working under simultaneous deadlines. Varied demand for decisions and/or action to be taken. Must be able to lift and transport large and small resources.

How to Apply: Please submit your cover letter, resume and references no later than **November 26, 2023** via email to IDHC Human Resource Manager officemanager@idhc.life.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, IDHC will provide accommodation in all parts of the hiring process. Applicants need to make their needs known in advance to officemanager@idhc.life.

Following the completion of the initial interview screening process, candidates who are selected for an interview shall be contacted by telephone or email to confirm their attendance at an interview. No notice need be given to the candidates who were not selected for an interview.