



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

Posted: October 27, 2023
Closes: December 10, 2023

EXTERNAL JOB POSTING

Part-Time Shipping and Receiving Associate (Thorold, Ontario)

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 (Exact hours and number of days per week to be determined).

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



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- Contribute to the development of shipping/receiving and inventory management system process and procedure efficiencies
- Monitor and manage inventory quantities, including updating WuCommerce
- Maintain WuCommerce inventory management system
- Ensure Sage inventory management is up-to-date as items are received into inventory
- Set up kits and update the inventory management system with inventory quantities
- As kits are modified, adjust Sage and website accordingly
- Create, or procure, labels/stickers and materials for kits and shipments
- Expedite all outgoing mail/courier/resource orders
- Pack and prepare resources and toolkits for shipping
- Ensure all outgoing shipments are packed securely, as per shipping specifications, for delivery to customers/clients and return shipments to vendors
- Receive incoming shipment orders and verify accuracy and completeness prior to signing shipment receipt(s)
- Contact carrier representatives to obtain quotes, make arrangements and to issue documentation and instructions for shipping and delivery of materials
- Monitor freight charges in order to obtain cost-efficient shipping rates with best value
- Maintain stock and inventory, as well as available shipping space
- Liaise with clients/customers as required (e.g., follow-up/order support, update shipping status, troubleshoot issues)
- Liase and cooperate with Client Services Nurse about subsidy shoe orders
- Identify and resolve issues as shipments arrive, escalating issues, to appropriate personnel, such as Training Administrator or Client Services Nurse, as necessary
- Notify appropriate staff, such as Training Administrator, when shipping material is needed, always ensuring adequate supply
- Collaborate with Training Administrator, who will procure key programming supplies or order shipping supplies, as required
- Receive new orders from Training Administrator
- Set up kits and update the inventory management system with inventory quantities
- As kits are modified, adjust Sage and WuCommerce accordingly
- Organize and maintain the shipping area to ensure accessibility and efficiency
- Other related duties that may be assigned by the Director of Operations or Finance Manager

General Responsibilities

- Identify and participate in relevant training related to position duties efficiencies
- Attend staff meetings as requested.



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- Contribute to monthly and quarterly reports, as needed

Public Relations

- Adheres to professionalism in representing the organization at all times.
- Recognizes and respects distinct cultures and community requirements at all times.

Standards of Performance

- Support and work toward the IDHC's overall mission while respecting the IDHC's values.
- Adhere to all policies and procedures.
- Maintains IDHC's Code of Confidentiality.
- Collaborate with colleagues as a team member and address 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
- Knowledge of, or background in, Indigenous communities, culture, organizations, Indigenous health, diabetes and foot care is an asset

Accountability:

- The Shipping and Receiving Associate will be employed by the IDHC, responsible to the policies and directions as determined by the Board of Directors and under the direct supervision of the Director of Operations, with matrix reporting to the Finance Manager as it relates to shipping and receiving financial matters.



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- Daily supervision is designated to the Director of Operations.

Working Conditions:

- Work in safe and suitable office environment with 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.

Working Hours:

Office hours are Monday-Friday, 8:30 am – 4:30 pm. This is a part-time role comprising two days a week. Exact hours/days will be determined, and may be increased.

Authority:

To execute all responsibilities outlined in this job description.

Accountability:

- The Shipping and Receiving Associate will be employed by the IDHC, responsible to the policies and directions as determined by the Board of Directors and under the direct supervision of the Director of Operations, with matrix reporting to the Finance Manager as it relates to shipping and receiving financial matters.
- Daily supervision is designated to the Director of Operations.

How to Apply:

Please submit your cover letter, resume and references no later than noon on **December 10, 2023** via email to:

IDHC Human Resource Manager at officemanager@idhc.life.

Accommodations

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.



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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.