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**JOB DESCRIPTION**

**JOB TITLE:** Warehouse Associate/Parts Runner

EMPLOYER: Comfort First Heating & Cooling Inc.

**DEPARTMENT:** General Office

**REPORTS TO:** Warehouse Manager

**EFFECTIVE DATE:** 9/15/2017

**SUMMARY:** Responsible for helping our Warehouse/Inventory team by picking up and delivering parts to our field technicians, checking in deliveries utilizing computer software, warehouse and other general duties.

**DUTIES AND RESPONSIBILITIES:**

* Providing safe, timely and correct parts deliveries to our field technicians and Warehouse team.
* Pick up and/or return parts to and from vendors.
* Maintaining a professional attitude, conduct and appearance.
* Operating the delivery vehicle (car, van or pick up) in a safe and cautious fashion to maintain a clean driving record.
* Checking in and maintaining inventory using computer software.
* Perform other office duties as directed by the Office Manager.
* Break down used equipment and parts as needed.
* Maintain a clean work space at all times.

**QUALIFICATIONS:**

* High school or GED equivalent
* Two years of increasingly responsible related experience, or any equivalent combination of related education and experience, preferred.
* Must be able to communicate effectively
* Demonstrated time management
* Must be able to follow directions and use navigational tools for efficient deliveries
* Must be able to manage inventory and keep count accurately
* Intermediate computer skills to include the Microsoft Office Suite (Word, Excel, etc.)
* Attention to detail
* Possess valid driver’s license
* Clean driving and criminal records are required
* Mechanical ability to help with part installations

**COMPETENCIES:**

* **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
* **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
* **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
* **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
* **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
* **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
* **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
* **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
* **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
* **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
* **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
* **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
* **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
* **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
* **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**PHYSICAL DEMANDS AND WORK ENVIORNMENT:**

* Frequently/Continually required to stand
* Frequently/Continually required to walk
* Occasionally Continually required to sit
* Frequently/Continually required to utilize hand and finger dexterity
* Frequently/Continually required to climb, balance, bend, stoop, kneel or crawl
* Frequently/Continually required to talk or hear
* Frequently/Continually utilize visual acuity to operate equipment, read
technical information, and/or use a keyboard
* Occasionally/Frequently required to lift/push/carry items less than or more than 50 pounds.
* Occasionally required to use general tools (examples: saw’s, drill, screw driver, hammer, etc.)
* Occasional exposure to wet and/or humid conditions (non-weather)
* Occasionally work near moving mechanical parts
* Occasionally work around fumes, airborne particles, or toxic chemicals
* Occasional exposure to outside weather conditions
* Occasional exposure to extreme heat or cold (non-weather)
* Occasional loud noise
* Occasionally work with sheet metal and sharp objects
* Specialized equipment, machines, or vehicles used

*The above is intended to describe the general content of and requirements for the performance of this job.  It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements.  Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

I have ready and understand the job description duties/responsibilities, qualifications, competencies, physical demands and work environment.

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Employee Signature