

**HOUSE OF HOPE JOB DESCRIPTION**  
**JOB TITLE: WAREHOUSE ASSISTANT/DRIVER**

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<b>STATUS:</b>	Non-Exempt, Full Time
<b>LOCATION:</b>	House of Hope, Stuart, FL
<b>REPORTS TO:</b>	General Retail Manager and Routing Supervisor

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**JOB SUMMARY:** Assist with the daily operations of the House of Hope Thrift/Retail warehouse, including assistance with the intake, sorting and distribution of hard and soft goods (donations). As well as driving, picking up, unloading, delivering and/or disposing of goods and materials. This position will assist with general facilities and vehicle maintenance. This position is under the direct supervision of the general retail manager and will also work under the supervision of the routing supervisor.

**DUTIES AND RESPONSIBILITIES:**

1. Under the supervision of a manager or manager's designee, assist with:
  - a. Organizing thrift/retail warehouse space.
  - b. Receiving and processing hard and soft goods.
  - c. Identifying and removing obsolete and/or damaged items from the warehouse.
  - d. Warehouse opening and closing procedures.
  - e. Maintaining the organization, cleanliness, safety and security of the physical retail sales floor and the thrift/retail warehouse space.
  - f. The regular and timely exterior maintenance of the Stuart US 1 store, including landscaping, trash removal and general cleanliness of the parking and green areas.
  - g. Providing outstanding customer service.
  - h. Order fulfillment, redistribution and delivery of thrift items to HOH branches and/or other organizations and partnerships.
2. Follow prescribed delivery/pickup procedures and guidelines in accordance with HOH Standard Operating Procedures established by HOH Management.
3. Under the direction of the general retail manager and routing supervisor, assist in scheduling and route fulfillment using the dynamic routing program or DRP system to ensure the most economical use of time, fuel and equipment.
4. Upkeep of daily logs and inspections in accordance with DOT & HOH requirements. Required but not limited to pre-trip inspections, daily truck logs, route sheets and in-kind donor receipts and reports.
5. Report daily to general retail manager and routing supervisor and turn in all required receipts, paperwork and the unloading of the truck.
6. Act as an ambassador of the House of Hope and ensure the highest quality services to our customers, clients and supporters.
7. Obey all local, county, state and federal DOT regulations.
8. Immediately report any accidents involving vehicles or vehicle malfunctions. Follow up with a written report. Remain at site until police arrive and give any oral reports required.
9. Assist in the House of Hope inventory process.
10. Participate in disaster- or emergency-related duties, as needed.
11. Provide support to fellow department team members, as well as outside departments, as needed.
12. Attend meetings and training as requested.
13. Perform any other duties as assigned by a supervisor.

## **QUALIFICATIONS:**

### **1. EDUCATION/EXPERIENCE:**

High school diploma or GED equivalent required. Associate's degree preferred. Two years of warehouse maintenance and logistics or related experience required. Warehouse management experience preferred. Valid Florida driver's license and clear motor vehicle record for a minimum of seven years.

### **2. KNOWLEDGE, SKILLS AND ABILITIES:**

- a. Knowledge of organization and operations.
- b. Knowledge of warehouse/thrift operations safety.
- c. Knowledge of general vehicular maintenance.
- d. Knowledge of Martin County roads, streets and community areas.
- e. Knowledge of state driving laws and traffic safety practices.
- f. Ability to operate and use transportation vehicles, hand and power tools, furniture moving equipment and other devices necessary in the operation and maintenance of vehicles and facilities.
- g. Ability to operate warehouse equipment, including pallet jack, forklift and stacker.
- h. Knowledge of intake and distribution practices and procedures.
- i. Ability to organize, set priorities and meet deadlines.
- j. Ability to exercise good judgment and discretion, maintain confidentiality of clients, co-workers and agency.
- k. Ability to effectively communicate and interact with others.
- l. Ability to maintain clean, well-groomed appearance and dress appropriately for the position.
- m. Ability to work independently with a minimum of supervision.
- n. Compliance with House of Hope policies and procedures.

### **3. PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is constantly required to use hands and fingers to

feel, handle or operate objects, tools or controls and to reach with hands and arms. The employee also is occasionally required to climb, balance, stoop, kneel, crouch and walk.

The employee must frequently need to lift and/or move up to 150 pounds. Specific vision abilities required by this job include close and distance vision.

Required to complete a DOT physical every two years.

**4. ENVIRONMENTAL REQUIREMENTS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may occasionally work in outside weather conditions.

The noise level in the work environment is usually moderate.

Signature indicates that this job description has been read and that the related duties and expectations are understood.

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**[Employee Signature]**

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**[Date]**