

PartySavvy
4315 Old Wm. Penn Highway
Monroeville, PA 15146
412-856-8368

Warehouse Specialist

Nature of the Work

This position involves all aspects of warehouse work, as well as a substantial amount of customer service work. In most cases, you will work closely with one or more staff members, however, there will be times when you will be the only person in the warehouse. The vast majority of your work will be in the warehouse, however, there may be times when you will be required to help out on deliveries and pickups, especially when we have work at times when the store is closed.

To do well in this position, a person needs to be able to move easily between tasks; you need to go with the flow; roll with the punches. No two days are alike; this position involves a lot of variety.

Position Tasks & Activities

Below is a list of some of the activities you will be required to perform, however, no listing would be complete. Basically, you need to be willing to do whatever is required to keep things running smoothly on a daily basis.

The “warehouse work” can be broken into five broad categories, as follows:

- A) Customer Service
- B) Equipment cleaning & Maintenance
- C) Support of delivery & pickup operations
- D) Building, Grounds & Vehicle Maintenance
- E) General Operations

Customer Service

- Assist “will call” customers, which typically involves loading and unloading rental equipment into / out of their vehicle(s) safely and efficiently. Most of our customers are friendly and easy to deal with, and some are not. Some customers will help you load and unload equipment from their vehicles; others are happy to watch you do all the work. You need remain friendly, and treat customers courteously, regardless of how helpful they may be.
- Fill propane tanks for customers
- Communicate with counter staff regarding customer pickups and returns.

Equipment Cleaning & Maintenance

- When equipment is returned from a rental, whether it is a customer return, or a pickup we made on one of our trucks, all equipment needs to be cleaned, checked, and some items must be tested before they can be put back into inventory.
- Tent equipment must be dried, and sometimes cleaned, before it can be put away; this often involves hanging tent sections in the warehouse overnight, and sometimes, drying tent sections outdoors during the day.
- You will be expected to perform minor maintenance of rental equipment, and to report any needed repairs to the operations manager.

Support of delivery & pickup operations

- This involves packing rental orders that are scheduled to be delivered in the upcoming days, helping the delivery crews load and unload trucks, and making sure that the equipment we need for delivery has been cleaned, tested, and is ready to be rented.

Building, Grounds, & Vehicle Maintenance

- This involves keeping the building, grounds, and vehicles neat and clean, and paying attention to maintenance issues. We do all of our own cleaning of the warehouse, our showroom, our restrooms, our grounds, and our trucks. We do not mow our grass, and we don't service our trucks, however, we do pickup trash

before the grass gets mowed, and we do make sure that any vehicle maintenance issues are addressed.

General Operations

- This involves things like making sure that we have adequate quantities of all supplies on hand, such as dishwashing chemicals, cleaning supplies, toilet paper, paper towels, etc.. It also involves doing monthly checks on emergency lighting, making sure that lightbulbs get replaced as needed, making sure that everything is working as it should and that things are running smoothly.

Working Conditions

Most of your work will be in the warehouse, the loading dock, and outside when assisting customers. The warehouse is typically cold in the winter and hot in the summer. It is heated (minimally), but is not air conditioned. You will need to move from inside to outside frequently, and will be subjected to whatever the weather conditions are at the moment.

You will get dirty every day; your hands will get dirty, and so will your clothes. You will need to wash your hands frequently.

Education, Skills, & Requirements

- High School Diploma Required
- Must be able to lift and hold at least 80 pounds.
- Must maintain a professional personal appearance
- Must possess good customer service skills
- Must have a full range of motion and dexterity; must be able to stoop, bend, crouch, reach, climb ladders, etc.
- Must be able to understand and complete instructions furnished in written and oral form, in English.
- Must maintain an acceptable attendance record
- Must maintain a cooperative working relationship with co-workers & managers
- Must be able to count accurately and do simple math

Personal Qualities

- Friendly, outgoing personality
- Mature & responsible
- Cooperative / works well with others
- High standards of neatness & cleanliness
- Self starter / shows initiative
- Reliable / Punctual
- Able to work well alone, unsupervised
- Task oriented
- Well organized
- Able to prioritize the work

Reports to

Operation Manager

Schedule

Our showroom hours are Monday – Friday from 9 AM – 5 PM. We sometimes start before the store opens, and work after the store closes. Work schedules vary according to the season, and how busy we are. The schedule is posted weekly.

Off season hours will generally be between 35 & 40 hours per week; in season hours are generally 40 hours per week, plus, depending on how busy we are.

This job description is a general overview of some of the tasks that our warehouse staff will be doing at PartySavvy. This document is not meant to be an offer of employment, or a contract. It is a guide to assist the applicant.