



JOB DESCRIPTION

JOB TITLE: Product Flow Assistant

REPORTS TO: Production Manager/Supervisor

HOURS PER WEEK: 40 Full-Time

The production Flow Assistant is responsible for processing goods and merchandise that is delivered to the Kellogg Thrift Store. All merchandise that is determined unsellable must be sorted and organized using a baling machine. The Product Flow Assistant will also be responsible for sorting and scanning all donated books to determine what can be sold on the Amazon Sales Program. The ideal candidate will have excellent customer service and the ability to work independently.

ESSENTIAL JOB DUTIES AND REQUIREMENTS

- Using the baling machine to compress textiles.
- Scan donated books to determine method of sale.
- Package and ship book orders placed online using the Amazon Sale Program.
- Using safe lifting and transferring techniques assist in loading clothing bales on and off company vehicles.
- Properly discard any books not eligible for sale.
- Answer all calls made to the store and provide exceptional customer service to every caller.
- Execute all responsibilities in coordinating the sale of clothing bales.
- Maintain a high level of customer service.
- Maintain professional conduct while engaging staff and customers.
- Promote the mission of Alpha Resource Center.
- Adhere to company and store policies, procedures, and practices and propose changes when necessary for efficiency.
- Report safety, security, and personnel issues as well as accidents and customer concerns.
- Attend and participate in all required trainings.
- Develop personal skills and knowledge in order to contribute to continuous innovation.
- Inspect books for quality, damage, condition, and salability.
- Move, sort, clean, and prepare merchandise.
- Ensure safety is top priority.
- Dispose of rejected merchandise in appropriate containers.
- Maintain a clean, safe, and organized work area.

- Report suspicious activity to management immediately.
- All additional duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

HOURS OF WORK

40 hours per week. Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required.

Attendance and participation at staff meetings, trainings and seminars is expected

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States.
- Valid California Driver's License and eligible for insurance under the company policy.
- Ability to work independently without supervision while maintaining a high level of organization.
- Ability to embrace and implement communication best practices.
- Ability to operate and use all equipment necessary to do the job.
- Ability to be flexible and available for temporary or permanent assignment to another Alpha store and/or transfer to another position as required by management.
- Ability to safeguard confidential information obtained during employment.
- Ability to work both individually and as a team member and prioritize work.
- Must be able to establish rapport and communicate with internal and external customers of diverse cultural, educational and mental and physical ability.

EDUCATION and/or EXPERIENCE

High School Diploma or a combination of education and experience demonstrating ability to perform essential duties is required.

LANGUAGE SKILLS

The ability to read, write and speak English clearly is mandatory. Ability to read and speak Spanish is desirable but not required. The ability to communicate information to other employees, customers and donors as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee is regularly required to continuously stand, walk, sit, talk, and hear. Employee must be able to bend, squat, climb stairs, and safely lift frequently and/or move up to 50 lbs. unassisted. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate all office equipment, including a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific

vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

WORK ENVIRONMENT

The work environment would be generally described as a production facility with retail facilities and an office setting adjacent to the primary work area. The ability to move between these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate to loud and the illumination of the work area is primarily with natural lighting.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties to meet the ongoing needs of the organization.