



Operations Associate Job Description

MedWish International is a not-for-profit organization that saves lives and the environment by repurposing surplus medical supplies and equipment, while providing humanitarian aid to individuals and organizations that administer care to people in need, regardless of religious or political affiliation. Please visit www.MedWish.org to learn more.

POSITION

Reporting to the Director of Operations, the Operations Associate will provide support in the areas of greatest need to the Operations and Warehouse department, focusing on volunteer supervision, inventory control, and warehouse flow. Each day will vary. The Associate will actively work alongside the Director of Operations and Volunteer Coordinator, determining which areas of the warehouse operations are experiencing backlog and develop an action plan to clear the operations workflow.

CORE RESPONSIBILITIES AND TASKS: (The following are not designed to contain or be interpreted as an exhaustive list of all duties, or responsibilities required of employees assigned to this job. Management retains the discretion to add to or change the duties of this position at any time.)

Volunteer Supervision and Sorting:

- Work with the Director of Operations and Operations staff to improve and increase the amount of overall sorting.
- Assist with and supervise volunteer groups involved in all sorting and processing stages. Sort independently as needed.
- Understand and enforce MedWish's sorting policies, accurately educating volunteers and staff.
- Assist with set up and cleanup of sorting projects for general volunteers.
- Maintain the bulk supply area both with the assistance of volunteers, staff and independently.

Warehouse Duties:

- Determine and implement proper storage methods, identification, and stock location based on turnover and physical capabilities of the facility.
- Check inventory records to determine availability of requested materials.
- Operate pallet jacks and other warehouse equipment.
- Examine and pre-sort pallets entering the warehouse and processing supplies properly (i.e. kits, bulk, to be sorted, etc.)

Inventory:

- Perform a quality control check on prepared bulk boxes and durable medical equipment before data input and physical shelving.
- Enter inventory assets into the inventory system both from the boxed items prepared through the bulking process and upon arrival for durable medical equipment.
- Remove inventory assets from the system and the physical inventory area when needed for shipments or when expired.
- Physically store and move inventory in designated inventory areas.
- Assist with the clearing up of any questions and analyzing any discrepancies in generated inventory reports.
- Identify areas for improvement in the inventory process and supply chain flow of equipment and supplies.
- Assist with the annual inventory audit.
- Follow MedWish's health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.

Supply Distribution:

- Stack and prepare cargo in staging areas.
- Pack shipments in a safe manner ensuring the protection of the supplies.
- Accurately pull inventory for shipments according to the prepared picklist.

Supply Chain:

- Ensure efficient and adequate flow of supplies through the multistep sorting process.
- Coordinate activities with the volunteer team to improve accuracy and volunteer experience.
- Work with warehouse, volunteer and inventory operations teams to streamline flow of donated supplies.

REQUIREMENTS

- Excellent people skills and the ability to work with diverse stakeholder populations.
- Strong English verbal and written communication skills.
- Strong computer skills (Microsoft Excel, data entry, and online research)
- Experience with data entry and inventory software preferred
- Willingness and ability to pay attention to detail
- Precision and strict adherence to procedures
- Must be able to sit, stand, and see on a constant basis
- Must be able to bend, carry, reach, push, and pull on an frequent basis
- Ability to lift 50 pounds
- Ability to work on your feet for an extended amount of time (4-5 hours per day)

- Ability to be seated and working at a computer for an extended amount of time (4-5 hours per day)
- Ability to succeed in a fast-paced, non-traditional work environment
- Must pass a criminal background check and drug screen
- Minimum of High School Diploma or GED

JOB TYPE: Hourly, Non-Exempt

SCHEDULE: Tuesday – Friday 8am-5pm | Saturdays (2 per month) from 8:30am-12pm

To apply, please email your resume to kfoster@medwish.org and fill out MedWish's online employment application.