



## 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. Please visit [medwish.org](http://medwish.org) to learn more.

Medworks is another local not-for-profit organization dedicated to providing free health clinics, insurance navigation, and connection to essential social safety net services to underserved communities in Northeast Ohio. Please visit [medworksusa.org](http://medworksusa.org) to learn more.

MedWish and Medworks merged in September 2024. By combining our efforts, we are able to amplify our local and global impact, streamline our efforts, and ensure that every dollar donated goes even further with combined administrative costs.

### POSITION

Reporting to the Director of Operations with a dotted line to the Volunteer Programs Coordinator, 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. The Associate will actively work alongside the Director of Operations and Volunteer Programs Coordinator, determining which areas of the warehouse operations are experiencing backlog and develop an action plan to clear the operations workflow. After the successful completion of a 90-day trial period, the Operations Associate will begin reporting to the Volunteer Programs Coordinator with a dotted line to the Director of Operations.

**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:

- Assist with and supervise volunteer groups involved in all sorting and processing stages. Sort independently as needed.
- Understand and enforce MedWish MedWorks' 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:

- 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.
- Accurately pull inventory for shipments according to the prepared picklist.
- Assist with the annual inventory audit.
- Follow MedWish MedWorks' health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.

**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:** Part time, Hourly, Non-Exempt

**SCHEDULE:** Tuesday – Friday 9am-4pm | Weekends as needed

To apply, please email your resume to [kfoster@medwish.org](mailto:kfoster@medwish.org) and fill out MedWish MedWorks' online employment application.