JOB DESCRIPTION

Warehouse Associate



SUMMARY

The Warehouse Associate at 1170 Heron Rd Ottawa has a key role in ensuring that products are received, verified, stored, and transported to the sales floor or in the warehouse in a safe and efficient manner. Associates are also responsible for keeping the warehouse neat, tidy, and well maintained. This position includes a lot of lifting and carrying. As part of the Team, you will be working weekends and closing no more than 3 shifts/week. Working between 24 to 32hrs per week. We are looking for one candidate to full an existing vacant role in the warehouse

RESPONSIBILITIES & TASKS

Customer Service

- Provides the team with the necessary supporting processes to enhance the overall customer experience within the store through:
  - Maintaining housekeeping disciplines in the warehouse in order to facilitate location of products by all staff.
  - Responding to and handling customer and staff inquiries, requests, and concerns in a timely manner.

Operations

- Receives, scans, verifies, and stores all incoming and overstock products according to established procedures and policies.
- Ships returns and completes proper paperwork.
- Reconciles inventory differences.
- Prepares merchandise for filing, sorts and fills merchandise carts for the retail floor.
- Is responsible for garbage disposal, cardboard recycling, and the disposal of broken products in accordance with store policy.
- Processes damaged and returned claims.
- Repairs broken packages as needed.
- Reports stolen and damaged goods to Management.
- Operates computer and scanning tools, and enters all relevant coding in Canadian Tire systems.
- Handles dangerous goods and hazardous products according to established procedures.
- Plays an active role in the warehouse team by openly sharing opinions and ideas on how to improve the warehouse, and by participating in meetings and all training as required.
- Engages in learning activities and listens to feedback to improve their own abilities.
- Complies with company, store, and warehouse policies.
- Abides by all health and safety programs and regulations. Reports any observed or potential hazards immediately.
- Uses professional language and maintains a professional appearance (e.g., uniform, hygiene, grooming and name tag) when interacting with others.
- Completes other tasks, as required.

REQUIREMENTS

- Ability to work with minimal supervision.
- Basic math and computer skills.
- Ability to work in other areas of the store is an asset.
- Certification in operating warehouse equipment is an asset.
- Work experience in a warehouse/distribution environment, in a Canadian Tire store, is also considered an asset.

REQUIRED SKILLS & ABILITIES

Successful candidates will demonstrate the following competencies:

- Strong belief in the Canadian Tire Values of **honesty, integrity, and respect**.
- **Results-oriented** individual.
- Effective **written and oral communication skills.**
- Ability to **complete detail oriented retail tasks** according to instructions and to demonstrate **responsibility for outcomes**.
- Ability to work in a **team environment** that provides assistance and support to co-workers to achieve common goals.
- Ability to **resolve retail** and/or **customer issues**.
- Ability to **adapt** and **cope with challenging and changing situations**.
- **Positive attitude, punctuality, and solid work ethic.**

POTENTIAL CAREER OPPORTUNITIES

- Next levels: Merchandiser, Supervisor, Warehouse Manager and Promotions Manager.
- Other retail, customer service and management opportunities in a large network of more than 485 Canadian Tire stores across the country.
- Career opportunities across the larger Canadian Tire family (Canadian Tire Petroleum, PartSource, Mark's, FGL Sports Ltd, Canadian Tire Corporation Limited, and Canadian Tire Financial Services).

PHYSICAL DEMANDS & WORKING CONDITIONS

In compliance with the store's Health and Safety Policies and Procedures:

- Standing/walking for 8 hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight from "light" to "heavy".
- Lifting and turning repeatedly throughout the shift.
- Lifting and twisting above the shoulder, from the floor to shoulder, and floor to waist**.**
- Ability to go up and down a ladder and stairs while carrying merchandise.
- Walking and carrying things at the same time and pushing/pulling, as required.