

JOB TITLE: Warehouse Dock Supervisor
REPORTS TO: Thrift Store Manager/Processing Manager
DEPT: Thrift Store/Processing

STATUS: FT
SCHEDULE: 8-4 M-F (Some Sat.)
REVISED: 02/08/2025

The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

Benefits: No health insurance; all other benefits offered after 90 days of successful employment (life insurance, short-term and long-term disability, AD&D, dental, vision, FSA, 403b/5% match)

SUMMARY OF POSITION:

The Warehouse Dock Supervisor will oversee and supervise the smooth and efficient operation of the WSRM Warehouse Dock. The person in this role will be responsible for overseeing the safe and accurate receipt, storage, and timely dispatch of donated goods, ensure workplace health and safety requirements are met, and that the handling of goods is compliant with WSRM standards and protocols.

DUTIES AND RESPONSIBILITIES:

- Oversee the intake of donated items
- Assist WSRM donors and customers in an expedient and courteous manner
- Ensure donated items are sorted, evaluated, cleaned or repaired (if necessary) and then dispersed to proper Processing and/or Merchandising departments
- Ensure proper customer service in the delivery of purchased furniture items to customers vehicles.
- Ensure proper movement and storage of donated goods that are scheduled for placement into the Thrift Store retail space or scheduled for delivery to off campus Thrift Store(s)
- Work closely with Furniture Department to ensure 'sold' items are processed/staged for customer pick-up
- Ensure safe handling of recycled textiles, cardboard and metal scrap, and coordinate with Logistics delivery or pick-up of these items
- Ensure/Facilitate/Coordinate incoming goods from other WSRM departments are handled efficiently and properly
- Provide training, supervision and feedback to residents as part of their assigned work therapy, emphasizing character and work ethic-based traits
- Be attentive to potential operations and processes that can be improved in order to improve efficiency and income
- Ensure a clean and organized work space; comply with OSHA regulations and WSRM standards
- Be willing to complete all other duties as assigned

EDUCATION/EXPERIENCE:

- Minimum high school diploma or GED required; a minimum of 2 years of experience in warehouse operations, industrial operations, and supervisory experience.

SKILLS & QUALIFICATIONS:

- Committed, mature Christian, interested and willing to work with people in recovery from substance abuse
- Must be able and willing to share the Gospel of Jesus Christ through words and actions
- Knowledgeable in warehouse operations, shipping/receiving, and inventory control
- Honest, trustworthy, adaptable and conscientious – able to exercise sound judgement and common sense

- A team player with the ability to work collaboratively with staff, volunteers and residents
- Willing to carry out job functions while honoring WSRM mission statement and core values.
- Flexible – may require the ability and willingness to change operational focus or perform other duties for a limited time frame
- Excellent communication skills, able to give clear and concise direction, instruction, and feedback to residents, staff, and volunteers; resolve conflict, and appropriately communicate with other staff
- Strong logistical and time management skills
- Computer literate, proficient in Word, Excel, the internet, and Email
- Requires emotional and physical energy as well as attention to detail and organization; able to perform in a fast-paced environment while treating people with courtesy, respect and sensitivity
- Previous forklift operation experience preferred
- Able to read, write, and perform basic mathematical computations
- Valid North Carolina driver license or the ability to obtain NC Driver license prior to hire

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Bending, reaching, standing – *continuously*
- Lifting, up to 50 lbs., more with assistance – *frequently*
- Walking – *continuously*
- Work will be both indoors and out of doors, year-round regardless of weather.
- Subject to noise, dust, and fumes

EQUIPMENT/TOOLS USED:

- Phone
- Computer
- Internet
- Forklift
- Baler
- Variety of hand and power tools

Employee Signature

Date