 **Material Handler**

An Emco Material Handler is expected to:

* Provide a professional atmosphere for our customers
* Uphold our Core Values and Ethics with every interaction
* Work safely and effectively as a Teammate
* Know how to safely operate a forklift and other material handling equipment
* Be courteous, friendly and build relationships with customers and vendors

**Job Summary**

Material Handlers are responsible for counting, verifying, receiving and putting away incoming vendor material and customer returns; for picking, packing and shipping customer orders. Attention to detail ensures the highest level of customer satisfaction.

**Job Duties**

1. Follow all Health and Safety rules and legislation while performing job functions
2. Load and unload trucks, operate forklift and other material handling equipment
3. Receiving duties;
	1. Upon unloading vendor shipments or customer returns, obtain the packing slip and verify material received. Note any discrepancies or damaged material
	2. Print and verify the computer receiving documents and enter material received into the computer system
	3. Identify special order material and damaged material and store in proper location
	4. Note all shipping discrepancies on freight carrier’s Bill of Lading, initiate freight claims and forward paperwork to appropriate teammate
4. Picking, packing and shipping duties
	1. Pick material for customer orders, counting and comparing items to the shipping documentation
	2. Assemble material and pack appropriately for pick up or shipment to customer
	3. Complete documentation for any shipments being delivered via third party carrier or requiring Transportation of Dangerous Goods documentation
5. Inform the supervisor of any inventory discrepancies, damaged/defective/ nonsalable material that would impact customer service levels
6. Maintain warehouse cleanliness and safety. Remove empty cartons, metal banding, pallets and other debris. Inform Profit Centre Manager of any safety issues.
7. Assist teammates in servicing customers at the counter.
8. Perform any other reasonable duties as requested by immediate supervisor or Profit Centre Manager

**Knowledge, Skills and Abilities**

* Outstanding customer service and verbal communication skills
* Able to develop comprehensive product knowledge
* Able to learn to safely operate a forklift and any other material handling equipment
* Possess a high level of attention to detail
* Able to learn and operate the applicable software system (Trend, Eclipse) used to process orders
* Willing to invest a minimum of 40 hours in training annually
* Intermediate math skills – add, subtract, multiply, divide, using whole numbers, fractions and decimals
* Read, write, speak and understand either English or French

**Education and Experience**

* University degree, preferred
* 1+ years of warehouse experience
* Knowledge of product sold at the Profit Centre preferred

**Physical Demands**

Lifting Frequently, up to 80 lbs

Carrying Frequently, up to 80 lbs

Pushing/Pulling Frequently, up to 200 lbs

The following movements and senses are required in the job:

Hand and finger dexterity, kneeling, crouching, standing, reaching, talking, hearing, vision and depth perception.

**Environmental Conditions**

The teammate is exposed to the following conditions in the job:

Outdoor weather with no climate control, w arehouses with limited climate control, potentially hazardous equipment (forklifts, ladders, metal strapping, hand tools, reach trucks). The Profit Centre may stock, sell and use hazardous material such as PVC cement, propane gas, solvents, etc. You will be required to handle these materials.