



Job Title: **Warehouse Operations Lead**

Department: Client Services

Reports to: Program Director

FLSA Status: Non-Exempt

SUMMARY The Warehouse Operations Lead is responsible for executing all day-to-day warehouse activities, including managing physical inventory, receiving and outbound processes, and maintaining a clean, organized, and compliant warehouse environment. This position ensures accurate physical product movement, supports volunteer coordination, and works closely with the Inventory Coordinator to maintain operational efficiency and inventory integrity.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensure accurate receiving of all inbound deliveries; verify items against packing slips and orders.
- Oversee staging and outbound loading of products for distributions to match approved work orders.
- Confirm that drivers are dispatched with the correct items, following approved packing lists and distribution plans.
- Conduct and document regular cycle counts and participate in physical inventory audits.
- Maintain cleanliness and organization in all warehouse zones, including cold storage and dock areas.
- Ensure all equipment (forklifts, pallet jacks, etc.) is used safely and maintained properly.
- Supervise warehouse volunteers and trainees, ensuring tasks are completed efficiently and safely.
- Communicate with Inventory Coordinator to reconcile physical inventory with system records and address discrepancies.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma or equivalent required; some college preferred.
- Minimum 5 years of warehouse operations experience.
- Forklift certification and working knowledge of warehouse safety protocols.

Computer Skills

- Strong proficiency with Microsoft Office and cloud-based tools (Google Workspace, OneDrive).
- Familiarity with inventory systems and receiving processes.
- Must be comfortable using standard office technology, including desk phones, printers, copiers, fax machines, scanners, and email platforms.

Communication Skills

- Excellent written and verbal communication skills; bilingual English/Spanish strongly preferred.
- Strong customer service mindset with the ability to de-escalate and resolve issues calmly.

Organizational Skills

- Proven ability to manage multiple projects and stakeholders with attention to detail and professionalism.
- Demonstrated initiative and reliability; able to work independently and as part of a team.
- Strong organizational and leadership skills.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical exertion includes but is not limited to; bending, walking, and carrying materials.
- Good vision, speaking ability, and hearing acuity.

- Must be able to lift, carry, bend, and work in various outdoor conditions during distributions.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is to be conducted in a controlled, agreeable environment as generally represented by normal office conditions.
- Must wear appropriate business attire when interacting with the public.
- Must be able to work on a flexible schedule.
- Must be dependable in attendance and punctuality.

Employee Printed Name

Employee Signature

Date

Supervisor Printed Name

Supervisor Signature

Date