



river city events

RENTALS. PLANNING. DESIGN.

WAREHOUSE ASSISTANT/ORDER PICKER JOB DESCRIPTION

TITLE

- Warehouse Assistant/Order Picker

REPORTS TO

- Warehouse Supervisor, Client Services Staging Coordinator & Director of Operations

RIVER CITY EVENTS PHILOSOPHY

RIVER CITY EVENTS...

- Personalized Service. Exceptional Products. Competitive Pricing.**

Established in 2007, this growing and developing company supplies event products and services of the highest quality at competitive prices, thereby ensuring the success and stability of our operation. Since achieving this objective represents a true measure of how well we do our jobs, both collectively and individually, we will continually challenge every employee to become involved and actively participate in attaining this common goal for the utmost satisfaction for our clients.

River City Events recognizes employees as individuals with different interests, abilities, needs, and values. We will provide a positive environment which respects this individuality and provides meaningful opportunities for personal development and satisfaction.

POSITION SUMMARY

River City Events Warehouse Assistant/Order Picker will encompass an energetic, positive and motivated work ethic. The Warehouse Assistant/Order Picker will be responsible for ensuring the accurate and seamless processing of incoming and outgoing equipment and shipments along with the cleaning/repairs/maintenance of related equipment. The Warehouse Assistant must understand the impact of this position to other business functions that depend on the accuracy and efficiency of warehouse operations.

Ability to assist with receiving and shipping of equipment which repetitive heavy lifting with the use of necessary equipment (i.e. forklift/lift/etc.) is required. The Warehouse Assistant must be capable of working effectively both unsupervised and within a team environment.

Receiving, inspection and staging of orders/equipment to verify contents and quality is also required which will work hand in hand for the prompt and accurate assembly of rental/client orders based on a strong knowledge of River City Events product and product availability. This individual will prepare/maintain rental ready equipment for orders, load/unload shipments of incoming/outgoing equipment ensuring safe work policies and procedures within a clean and highly organized warehouse environment. Other duties will be assigned as necessary.

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CORE COMPETENCIES

Customer Focus

- Ensures & maintains the utmost of client satisfaction with the product & services offered by the organization.

Communication

- Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is understood, creating a positive first impression with confidence and respect.

Energy and Stress

- Consistently demonstrates high level of drive, infectious to the environment and preserves effectiveness, drive and focus for extended periods, while maintaining composure in highly stressful or adverse situations.

Team Work

- Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables cooperative and productive group interactions.

Quality Orientation

- Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

Problem Solving

- Resolves difficult and complicated challenges.

Accountability and Dependability

- Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

Ethics and Integrity

- Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

TEAM MEMBERS WILL REQUIRE

- Strong work ethic with professional and positive team attitude.
- Desire to be an active part of a dynamic, fast-paced environment.
- Packing/staging/shipping and receiving experience a definite asset.
- Ability to interpret documents such as operating and maintenance instructions, and procedure manuals.
- Ability to perform repetitive moderate/heavy lifting.
- Basic mathematical and maintenance skills/abilities.
- Able to work efficiently as a part of a team as well as independently.
- Good organizational, time management and prioritization skills with attention to detail.
- Ability to communicate effectively both verbally and in writing.
- WHIMIS certificate considered an asset.
- Forklift experience and certification required.
- Valid driver's license and good driving record an asset.

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JOB DUTIES

- Review reservation reports and prepare/pack warehouse materials/equipment for shipment/rental orders by either pulling from stock or securing for the purpose of meeting order requirements.
- Provide short list for items that are overbooked/damaged on orders and inform Manager for resolution.
- Oversee the secure and accurate loading/unloading of equipment for deliveries/returns of client orders/purchase orders/etc.
- Perform quality audits of the condition of equipment/shipped goods for both incoming and outgoing items prior to signing off.
- Ensure that shipments contain proper documentation and if there are multiple items per shipment, ensure item lists are complete.
- Prepare bills of lading, invoices and other shipping documents.
- Operate a Forklift/Pallet Jack in a safe manner to move product & perform preventative maintenance.
- Operate a variety of warehouse equipment to load, unload, clean and/or move products and materials.
- Ensure that all warehouse equipment is thoroughly cleaned and prepared rental ready for orders.
- Clean and perform regular maintenance on all BBQ & concession related equipment. Maintain appropriate levels of related supplies in stock at all times.
- Vacuum and shampoo related carpet runners and related equipment for rental ready use.
- Keep sanitation solutions/dishwashing chemicals up to company codes at all times.
- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative solutions.
- Maintain documents, files and records (e.g. tracking equipment transfer forms, etc.) for the purpose of documenting activities, and providing materials and reliable resource information.
- Sort/assemble equipment once clean and place items on applicable pallets or shelves, or relocate orders to a holding area or shipping department.
- Participate in the shipping, receiving, organizing, storing and issuing of goods including supplies, equipment for the purpose of assuring shipments are prepared for delivery/pick-up in a timely manner.
- Participates in physical inventories for the purpose of verifying stock and identifying losses.
- Maintain a safe, clean and highly organized dishwashing/warehouse and work area/equipment for orderliness at all times safe for traffic.
- Maintain a favorable working relationship with all other company employees, suppliers and guests to foster and promote a working environment that maximizes morale, productivity and efficiency.
- Respond to inquiries of clients/staff for the purpose of providing information and/or direction regarding the status of returns, orders, etc.
- Make deliveries with a company vehicle as assigned.
- Provide assistance to set up and tear down of various events as necessary
- Secure and lock up equipment/warehouse area when not in use.
- Attend shift meetings and monthly meetings as required.
- Perform all duties and responsibilities in a timely and effective manner in accordance with established company policies and Occupational Health & Safety to achieve the overall objectives of the position.
- Other duties as assigned.
- Assist with other departments as required.

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WORK CONDITIONS

- Positively interacts with team members, management and clientele.
- Must be neatly dressed and well groomed in a clean and approved company dress code.
- Repetitive work while standing, bending & walking during extensive shifts.
- Must be able to hear well in a loud environment in order to respond to employee or client needs.
- Lifts and carries supplies and equipment up to 50 lbs., throughout entire shift.
- Hazards include, but are not limited to: Cuts from broken glass, metal, burns, slipping, and tripping.
- This position may be exposed to elements such as noise, dust, odours, fumes and oils.
- Overtime as required.

PROFESSIONAL DRESS CODE

Personal Appearance/Dress Code:

River City Events takes pride in our personal appearance and expect you to present yourself in a wholesome, professional manner to our clients at all times. As the leading image, appearance speaks for itself therefore it is important to project ourselves in a professional manner consisting of well-maintained pristine appearance:

Warehouse Dress Code:

- Clean well maintained uniform consisting of company shirt and/or jacket.
- Any other logoed materials are not permitted.
- Dark colored, comfortable well maintained and clean pant (light colored blue jean is not acceptable).
- Well groomed/clean hair is to be tied back.
- Clean, comfortable, closed, non-slip, soft soled, black shoe/runner.
- Hard toed shoes are highly recommended.
- All facial and jewelry (rings/watches/earrings/necklaces) are to be removed for each shift with the exception of a plain wedding band as approved by Management as this may present a Safety and working hazard.
- All facial and visible piercing are to be removed for each shift or as approved by management due to Safety and/or working hazards. Tattoos are to discrete and covered up as necessary.
- Exhibit good personal hygiene, bath daily, wash hair and follow proper hand washing procedures regularly.

RIVER CITY EVENTS SECRET

OUR SECRET... We value responsibility and mutual respect. People who work with River City Events have created an environment that encourages creativity and professional growth. The main objective of our business strategy is to offer a level of client focus that is superior to that offered by our competitors.

Relationships are key to River City Events and with this in mind we concentrate on building strong relationships with our clients and team while we are creating events that are useful, enjoyable, engaging and memorable.

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