

Position: Warehouse Staff

Overview of Hope & Comfort

Hope & Comfort (H&C) is a rapidly-growing and unique non-profit 501c3 organization founded in 2011. Our mission is to distribute basic hygiene items to support and improve the health, self-esteem, and hygiene education of school aged children and young adults within Massachusetts. Our organization is poised for significant expansion and even greater impact in the coming years. H&C distributed roughly 2 million items in 2021 and most likely will distribute even more in 2022. We moved into a 5,000 sq. ft. facility in Needham, MA in late 2018 to house our growing operations and also have offsite warehousing in Bridgewater, MA.

The Role

Title: Warehouse Staff

Commitment: This is a part-time position for roughly 10-20 hours per week and roughly 2 full days is preferable.

Compensation: Compensation is \$22-25 per hour based on experience. The position does not offer health or retirement benefits.

Summary of Core Responsibilities

Hope & Comfort is seeking a bright, hard-working, reliable team player to help with a variety of order fulfillment, warehouse and logistics functions. Clients from community and non-profit organizations including youth serving and community organizations including schools and food pantries and dozens of others request basic hygiene items from H&C and the Warehouse Staff will play a key role in working with other staff including Operations' team members in fulfilling these requests from "end to end" as well as other traditional logistics functions including procurement, warehousing and transportation as needed.

Responsibilities and Duties

- Responsible for receiving, processing and fulfilling the request for products.
- Review and research order requests including client background and history.
- Communicate with the client to gather necessary client information and documentation.
- Compare order versus available H&C inventories to determine quantities available for the client.
- Schedule a pick up or delivery including at Hope & Comfort's warehouse, in Bridgewater, MA or delivery in needed.
- Assist with obtaining basic marketing materials during the distribution (i.e. taking some photos during pick up at H&C, etc.)
- Communicate with client about order replenishment.
- Help with procurement including delivery of ordered items to Needham, MA or Bridgewater, MA.
- Communicate with H&C offsite warehouse in Bridgewater when necessary to move inventory to Needham, MA.
- Help receive and sort incoming in kind donations.
- Work closely with existing staff including Operations' team to provide highest impact in most efficiency and dignified manner.

Qualifications and Skills

- Candidate must possess the highest integrity and excel working both independently and in team environments.
- Communication: Strong verbal and written communication skills are required to interact efficiently with H&C clients.
- Given the nature of the warehouse work and responsibilities, should be comfortable and experienced with lifting 30-40 lbs and moving pallets around with a manual pallet jack.
- Previous Work Experience: Previous warehouse and logistics experience including order fulfillment (i.e. entering, picking, tracking, and distributing orders/items) is preferred.

How to Apply

Interested candidates should **submit a cover letter and resume** to Jeff Feingold, Founder, at careers@hopeandcomfort.org. Please make the subject of your email "Your First Name and Last Name – Warehouse Staff Specialist.". Applications without cover letter will not be considered. No phone calls please.

Hope and Comfort is an equal opportunity employer and organization. We are committed to a culture of diversity and inclusion, where all of our stakeholders' identities are valued and respected. Hope and Comfort does not discriminate on the basis of race, gender, age, sex, handicap, religion, national origin, marital status, pregnancy, gender identity or expression, veteran status, or any other basis protected by applicable federal, state, or local law.