

## Position: Warehouse Specialist

### Overview of Hope & Comfort

Hope & Comfort (H&C) is a 501(c)3 nonprofit organization founded in 2011. Our mission is to provide basic hygiene items such as soap and toothpaste to support and improve the health, dignity and confidence of children and adults in need in Massachusetts. H&C distributed 2+ million items in 2022 and is on track to distribute 3 million items in 2023. This role is based at our location in Needham, MA.

### The Role

Title: Warehouse Specialist

Reporting to: Warehouse Manager, Sean Manning

Commitment: This is a part-time position for roughly 14-20 hours per week and roughly 2-3 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, a rapidly-growing and unique non-profit 501c3 organization and leader in collecting and distributing basic hygiene products within Massachusetts, is seeking a reliable, hard-working and personable team player to help with a variety of order fulfilment, warehouse and logistics functions. Our community distribution partners (including schools, food pantries and homeless shelters among others) request basic hygiene items from H&C. These same partners come to Hope & Comfort to pick up the requested products. This position will play a key role in fulfilling these requests as well as other traditional logistics functions.

### Responsibilities and Duties

- Work closely with existing staff to provide highest impact in most efficient and dignified manner.
- Responsible for receiving, processing and fulfilling the request for products; this includes picking, staging and loading orders.
- Review and research order 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.
- Assist with obtaining basic marketing materials during the distribution (ie taking some photos during pick up at H&C, etc.)
- Communicate with client about order replenishment.
- Help receive and sort incoming in kind donations.

### Qualifications and Skills

- Candidate must possess the highest integrity and excel working both independently and in team environments.
- Candidate must be personable and comfortable interacting with community partner organizations in a friendly manner when they pick up their products.
- 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 30-40lbs and moving pallets around with a manual pallet jack.
- Previous Work Experience: Previous warehouse and logistics experience including order fulfilment (ie entering, picking, tracking, and distributing orders/items) is preferred.

### How to Apply

Interested candidates should send a cover letter and resume to Sean Manning, Warehouse Manager at [careers@hopeandcomfort.org](mailto:careers@hopeandcomfort.org).

*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.*

