



I. JOB TITLE: Loading Dock Coordinator

Reports to: Assistant Warehouse Manager
Location: Birmingham, AL
Salary Range: \$
Status: Exempt
Type: Full time

II. JOB FUNCTION: The Loading Dock Coordinator is part of the Operations Team and is responsible for carrying out direction from the Director of Operations or his designates to support management of all loading dock activities from outbound loads. The Loading Dock Coordinator supervises warehouse workers and Cooler/Freezer workers and ensures positive experiences for agencies and the outbound loads as well as being responsible for increasing top off to agencies. This position will also facilitate and assist with donations from community partners in a very positive way at the dock. The Loading Dock Coordinator will also ensure that all loads due to be picked up or delivered the following day are properly staged, marked and wrapped as required; assistance with the QC function may also be a requirement at times.

III. ESSENTIAL JOB DUTIES:

- Confirm orders (pick tickets) are filed in proper time slot for following day Agencies.
- Ability to manage competing demands and to organize them in such a way as they are able to be completed in a timely fashion.
- Organize personnel for daily responsibility on dock and cooler/freezer.
- Manage all outbound product for completion and accuracy as they are being loaded. Also, make certain that all food safety protocols are being used in the transport off site to agencies.
- Communicate to Agencies what additional product may be available; responsible for improved top off amounts (sales) on outbound loads.
- Answer Agency questions concerning order or direct them to Operations Management. Excellent customer service is of primary importance.
- Correctly complete all paperwork from loading dock and turn in to Office Manager in a timely manner.
- Communicate to cooler via radio when an Agency arrives to prepare and deliver cooler and frozen items to dock.
- Direct Agencies to designated door and assign Load Team as appropriate.
- Assist with loading when necessary; assist with unloading of product when necessary.
- Assist with Quality Control verifications when necessary.

- Assist with cooler/freezer operations when necessary.
- Ensure Safety and Quality of all work processes.
- Ensure Warehouse Staff complete assigned tasks (ie, bailing cardboard, emptying trash, cleaning all designated areas, wrapping pallets, etc).
- Train new employees on tasks at loading dock and freezer/cooler.
- Communicate with Operations Management on changes made or problem areas to resolve.
- Assist with community partners on inbound donation drop offs.
- Other tasks as assigned.

IV. ESSENTIAL PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Ability to process information through a computer system. Works in non-climate controlled Warehouse. Subject to extremes in temperature.
- Subject to hazards of powered material moving equipment and falling product.
- Must wear required PPE while at work.
- Ability to talk clearly and hear in order to communicate with diverse constituents and staff in a noisy environment.
- Ability to read, count and write to accurately complete all documentation.
- Prolonged standing, walking, bending, stooping, twisting and lift up to 50 pounds.
- Ability to drive motor vehicles and use heavy equipment such as a forklift or power pallet jack.
- Ability to work varied hours/days to oversee responsibilities.

V. QUALIFICATIONS

High school diploma or GED.

1-2 years Warehouse/Distribution Center loading experience.

Ability to safely operate powered and manual material moving equipment.

Attention to detail.