



Job Description: **Warehouse Assistant**

The Warehouse Assistant directly collaborates with Diabetes Education Services (DES) Founder and President, Beverly Thomassian, and Bryann Sabouri, supervisor, Director of Operations & Customer Happiness.

DES is a thriving business providing important information and products to health care professionals across the country. We are seeking a self-directed, people oriented and tech savvy professional who wants to participate in the growth and success of a woman owned business.

Qualifications:

- Embodies the mission statement to provide outstanding customer experience with an emphasis on kindness.
- Prioritizes and manages both short term and long term projects to completion.
- Diplomatic approach to collaboration, bringing fresh ideas and development of current processes.
- Communicates effectively with compassion and empathy both written and verbally.
- Researches and seeks continual improvement for internal and user experience through automation and content evolution.

- Comfortable using a computer including email, spreadsheets, basic website troubleshooting, and navigating between multiple platforms.

Duties & Responsibilities:

- Order assistance and inventory – processing, fulfilling, and shipping. The Warehouse Assistant is responsible for packaging and shipping all physical products, with mindfulness towards re-stocking inventor.
 - **Processing orders:**
 - Review shopify and send out all orders that require shipping
 - Package orders and place completed orders in tote.
 - Bring tote to front porch swing.

 - **Tracking all open orders from beginning to end**, which include reaching out and following up with customers to verify information, monitoring “Return in Progress” orders, and checking in with the Director of Operations for stagnating open orders under their purview.

 - **Supporting the Director of Operations and Customer Happiness** in customer experience and service issues, especially those regarding orders placed or the UI for the online store. The Warehouse Assistant is responsible for:
 - Discussing any process issues with the Director of Operations and recommending process improvements.
 - Customer satisfaction with customer order experience which includes shipping orders within 48 business hours of the order being placed, ensuring orders are packaged neatly and are presentable, and by verifying shipping information is accurate before mailing.



- Communicating with customers to ensure order accuracy and field any customer order-related questions.

- **Overseeing inventory which includes:**
 - Tracking shipping boxes, tape, tissue paper inventory and ordering when down to 25% of usual supplies.
 - Monitoring all physical product inventory and placing restocking orders when inventory is low (have at least two weeks of inventory in stock at all times).
 - Troubleshooting postage meter issues, replacing ink and making sure we have enough postage stamps as a backup.
 - Refilling stock cubbies with marketing materials and notifying Director of Operations when mini menus and Pocketcards are at 25%
 - Unpacking and restocking inventory. For each received order, the Warehouse Assistant will update the inventory on the backend of Shopify
 - **Assembling DiaCells and Pancreas Partners when inventory is low.**

- **Special Projects** - when needed the Warehouse Assistant will work on special projects to help DES' Operations run smoothly. These tasks include, but are not limited to:
 - Reporting on customer feedback from our Online Courses
 - Reporting on weekly blog engagement
 - Routinely auditing our 3 websites to ensure content is current and accurate

Day in the life:

- Call the Director of Operations to check in and review any order anomalies, discuss ongoing issues, and review inventory.
- Check email for any response from past customer emails and follow up as necessary. **All customer emails should be responded to within 48 business hours.**
- Open Shopify and begin processing orders, paying close attention to any possible issues or concerns such as an incorrect shipping address. Reach out to customers to confirm information and Notify the Director of Operations for any issues that can't be resolved. Add a comment on the order in Shopify to describe the issue.
- Package all physical orders.
- Review and double-check all items in each package are correct against Shopify order.
- Print shipping labels and add to the package, verifying that each label is with the appropriate package.
- Send necessary emails to customers regarding their orders..
- Put orders on the front porch for USPS pick-up.
- Work on any assigned special projects.



Diabetes Education Services Attendance Policy

Paid Sick Time:

Employees will receive 8 hours paid sick time each year. These hours can be used for vacation. If the employee exceeds time off allotted, any additional days will not be compensated.

Scheduled Absences:

Employees must provide 2 weeks verbal or written notice to their direct supervisor for any upcoming absences (excluding holidays or sick time).

Unscheduled Absences:

If employees are sick or have an emergency, they must notify their supervisor with as much notice as possible, aiming for at least an hour's notice.

Tardiness:

Employees must be ready to work by their designated start time. "Ready to work" means sitting at your assigned desk with the computer on and starting your day-to-day tasks. All bathroom breaks or refreshment preparation should be done before the designated start time. In instances where the Warehouse Assistant will be tardy, they must contact the Director of Operations **within 30 minutes** of their start time (10:00 am) via text, call or email.

Employees are allotted **3** instances of tardiness, with a 4th instance resulting in termination.

- The first instance of tardiness will receive a verbal warning from the employee's supervisor.
- The second instance will receive a written warning which will be signed by the employee and their supervisor and kept in the employee's file.
- The third and final instance will receive a second written warning, explaining that the employee understands that another instance will result in termination. This written warning will be signed by the employee and their supervisor and kept in the employee's file.
- The fourth instance will result in termination.

No Show:

As stated above (see: unscheduled absences), employees must notify their direct supervisor of any unscheduled absences. Employees are allotted **1** no call/no show, with a 2nd instance resulting in termination. The first instance will result in a written warning which will be signed by the employee and their supervisor and kept in the employee's file.



Read & Sign:

Your signature below certifies that you have read the above Diabetes Education Services Attendance Policy. You agree you understand and will abide by these policies as a requirement for employment by Diabetes Education Services.

Date

Employee Print Name

Signature

Date

Supervisor Print Name

Signature



Diabetes Education Service Customer Care Policy

Diabetes Education Services upholds a high-standard of customer care and support. Our customers are what make our business possible and we invest in them, as much as they do us. Becoming a Diabetes Educator is a complex process that requires a large time investment from those on that pathway and we do our best to support our customers through that journey.

Though it can be hard to quantify what a “high-standard of customer care” is, here are a few guidelines to follow:

- **Email communications:** Tone is important. Make sure you sound welcoming and professional.
- **Be curious:** sometimes a customer's concern can look like one type of situation on the surface, but may actually be stemming from a different issue the more you dig into it. It is important to not assume what the situation is and instead address all issues uniquely and with curiosity; ask the customer probing questions, walk through the process (when applicable) with the customer to experience what they are seeing, and if the answer isn't always readily available, get their name and contact information to follow up with them when you have an answer.
- **Accountability:** Sometimes mistakes or holes in our processes happen and a customer has a negative experience because of it. This can range from small infractions to much larger issues. Despite the size of the issue, the Diabetes Education Services team takes accountability for negative customer experiences, even in situations you are not directly responsible for. When a customer gives us feedback about a negative situation, we take accountability by:
 - Thanking the customer for their feedback and bringing it to your attention.
 - Apologize to the customer for the harm it caused (e.g. “We are sorry you had a negative experience because of this”).
 - Explain to the customer you will look into the issue and are committed to preventing it from happening to others.
 - Coordinate with the Director of Operations to investigate the issue and troubleshoot ways to prevent it from happening in the future.
 - If you need to follow up with the customer after you investigate, be sure to do so in a timely manner. If the situation isn't quickly resolved, check in throughout to let them know you haven't forgotten about them.

Read & Sign:

Your signature below certifies that you have read the above Diabetes Education Services Attendance Policy. You agree you understand and will abide by these policies as a requirement for employment by Diabetes Education Services.

Date

Employee Print Name

