

Warehouse Associate Seasonal Contract

Company Description

Dedicated to telling stories and creating experiences, Indigo is always looking for bright, energetic and customer-focused people who can help bring our exciting mission to life in one of our more than 200 Indigo, Indigo spirit, Chapters and Coles stores across Canada

Purpose

- Timely completion of all online order work tasks so that our consumers will receive a highly professional order that is packed with completeness and care, and shipped within the customer service targets communicated to the consumer.

Key Performance Metrics

- Units/Cases/Dollars per hour in the following areas:
 - Receiving
 - Online Customer Returns
 - Put away
 - Pick Orders
 - Pull Orders
 - Put Orders
 - Pack Orders
 - Sort, Palletize, and Shipping
 - Vendor Returns
- Timely completion of cycle count tasks as triggered by system and Coordinator
- Accuracy and completeness of each order.
- Orders completed within required SLA Commitment
- Daily housekeeping and adherence to safety standards and targets
- Keep the work area clean and organized
- Work safely to avoid accidents and incidents

Key Accountabilities

Functional

- As part of the Online DC team, maximize productivity through teamwork, improve efficiency and contribute to KPI improvements
 - Follow through on assigned tasks productively and with high accuracy and high quality
 - Meet and exceed specified productivity targets
 - Effectively identify and solve problems and escalate issues/concerns to the appropriate channels
 - Know and follow all pertinent DC operations policies and practices including health and safety, problem resolution, etc.
 - Takes initiative to keep work area clean, tidy and organized
 - Attends and contributes in all mandatory meetings
 - Follows safety standards and corrects safety hazards, where possible, and always notifies management. Works safely and thinks safely.
 - Identify opportunities to continuously improve DC operations and bring forward to the manager
 - The person should also have a demonstrated passion and talent for working in a team-based logistics environment.
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- High energy and willingness to learn, and be results-oriented
- Adaptability
- Deals well with change and willing to help others adapt
- Demonstrated Team player
- Good communication skills.
- Must have demonstrated flexibility, reliability and initiative skills
- Manage all supplies effectively including gloves, pens, markers, labels, packaging material, etc.

People

- Establish productive peer relationships

Cultural

- Understands/demonstrates in a manner that promotes, and is aligned with, Indigo's Mission, Vision, Beliefs

Scope

Reports to:

- Team Manager, Online

Manager once Removed (MOR): Director, Online

Key Relationships

Internal:

- *Receives some task assignment, coaching and training from:* Coordinator and Online Management
- *Interfaces and builds relationships with:* other Team Members both in Online and other Logistics departments.

Organizational “Savoir Faire”:

- Knows when and how to involve others outside of one's function to achieve departmental objectives. The ability to see the total organization with an integrated perspective

Qualifications

Work Experience / Education / Certifications

- Talent for working in a fast paced team based environment
- Prior warehouse/logistics environment experience an asset including order picking, shipping and receiving

Competencies / Skills / Attributes

- Basic computer skills
- Ability to use RF equipment
- Good communication skills that include written and oral
- High energy and willingness to learn
- Must be able lift up to 40 lbs. repetitively (7 am–3.10 pm, 3pm –11.10 pm, 11 pm – 7.10 am)
- Must be available to work for all shifts
- Seasonal contract from September to December

Candidates may apply online or they can send their resume to NShukla@indigo.ca

Niyati Shukla

Recruiter, Distribution Centre

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