

Summary:

Reporting to the Operations Manager, the Warehouse Assistant provides a variety of Warehouse/installation support tasks; completes tasks methodically and is highly organized, structuring workflow to accomplish multiple and changing priorities. The Warehouse Assistant prepares dealer orders to be shipped; cuts-to-size and re-meshes doors for customers; and assists with installations. The incumbent demonstrates superior communication skills and provides customer service at the highest level; as a key member of the Phantom team, the Warehouse Assistant, is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

Department Structure:

Other positions reporting to the Operations Manager are that of Installer and a number of contract or temporary positions.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

- Cut down doors to size for customers and prepare dealer orders for shipping
- Assist installers in gathering tools and supplies necessary for installations; assist installers with installations when necessary.
- Clean and organize warehouse weekly to ensure efficient business operation
- Assist in the set-up/take-down of Home Show booths as well as participate in manning the booths and talking with potential customers
- Deliver door hangers in areas all over the Lower Mainland as needed.
- Maintain the organization of all warehouse materials and suggest improvements to the organizational structure.
- Assist in updating documentation as needed.
- Assist in facilitating smooth communication between dealers and the Distributorship.
- Attend to the general maintenance of warehouse equipment; order warehouse supplies and ensure that the warehouse area is maintained in a presentable and professional manner.
- Assist with general enquiries from dealers and customers as to order status.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

Position Requirements:

- A confident self-starter with a cheerful yet professional disposition; a positive and upbeat personality and a genuine desire to provide customer service at the highest level.
- Aptitude for using hand tools with a willingness to learn new skills.
- Superior communication and interpersonal skills, and the ability to build/maintain positive relationships with a

variety of internal and external contacts at all levels. In particular, an excellent telephone manner that is friendly and efficient and which never fails to reassure all contacts of their importance to the Phantom organization.

- An aptitude for time-management; the ability to multi-task, remain calm and focused in an environment subject to constant interruptions.
- A can-do attitude with a keen understanding of team dynamics, and the accomplishment of team goals and objectives, as well as the ability to work independently as required.
- A high degree of initiative and the ability to work with minimal supervision.

Academic Qualifications and Work Experience:

Grade 12 or equivalent with a minimum of 2 years' experience in the provision of superior customer service.