

POSITION DESCRIPTION

Home Supply Specialist

Reports to: Home Programs Operations Supervisor

Position Status: Non-Exempt

Supervises: None

Effective Date: 1.1.2026

GENERAL SUMMARY

The Home Supply Specialist is responsible for ensuring that all NKC home patients and home service locations maintain appropriate inventory of supplies, equipment, and parts (Materials) to perform home dialysis.

This position supports organizational goals by coordinating timely delivery and removal of materials, rotating equipment as needed, and maintaining accurate inventory documentation to ensure continuity of patient care.

The position reports to the Home Programs Operations Supervisor and works collaboratively with Home Program Coordinators and Home Admission Specialists to meet the needs of NKC home patients.

DUTIES AND RESPONSIBILITIES

1. Material Delivery and Logistics

- Ensure deliveries of materials and equipment are completed in a timely, safe manner according to NKC standards and procedures.
- Coordinate and schedule directly with patients for in-home delivery according to master schedule.
- Load and unload materials to and from courier vehicle.
- Deliver to and rotate appropriate supplies at each home service location.
- Move materials to patient homes in advance of first treatment and remove materials following termination of NKC services.
- Rotate lab sample centrifuges and return to Distribution Center for annual Preventive Maintenance based on plan from Home Departments.

2. Inventory Management and Documentation

- Maintain a master schedule of deliveries including a daily log of pickups and deliveries based on patient needs and standard inventory.
- Complete and submit visit checklists that document inventory, equipment, and patient status at each home service location.
- Take orders in person, via e-mail, and over phone from patients and NKC staff.

- Plan and arrange day-to-day workload with supervisory and/or other personnel.

3. Vehicle and Safety Management

- Maintain general cleanliness of assigned vehicle and ensure adequate fuel for deliveries.
- Work with fleet manager for regular maintenance needs.
- Follow DOT regulations and safety standards.
- Report any accidents or injuries to supervisor immediately.

4. Customer Service and Communication

- Provide excellent customer service to the community, NKC patients, families, and NKC staff.
- Communicate effectively with NKC staff, physicians, patients, patient families, authorized contact people, nephrologists, and vendors.
- Perform other duties and responsibilities as may be required.

EDUCATION AND EXPERIENCE

- Valid Washington State driver's license with excellent driving record.
- Valid vehicle insurance.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate effectively in English (verbal, written, and telephone).
- Proficient in using computer keyboard, mouse, smartphone, and Microsoft Windows environment.
- Skill in map reading and navigating vehicles in urban and rural areas.
- High degree of organizational skill including ability to prioritize and multi-task.
- Strong attention to detail and time management skills.
- Ability to work independently and follow established procedures.
- Strong customer service orientation and interpersonal communication skills.

JOB CONDITIONS

- Duties and responsibilities are performed primarily in the field, driving from the NKC Distribution Center to patient homes according to pre-established routes, or on an emergent or as-needed basis.
- Some work will be completed in an office environment.
- Must be able to work in a busy and frequently noisy environment with many distractions.
- Physical activities require ability to drive a courier vehicle, see, talk, hear, stoop, crouch, reach, lift, carry heavy objects up and down stairs, fingering, grasping, and repetitive motions of hands, wrists, and fingers.
- Ability to lift/move objects up and down stairs weighing up to 100 pounds occasionally, and lift/move objects weighing up to 50 pounds frequently.

- Requires visual acuity to read, inspect numbers on computer monitors and smartphone screens, and written materials.
- Operation of smartphone, office phone, computer keyboard, copier, fax machine, and other office equipment as required.

PLANNING

Responsible for planning daily delivery routes, sequencing pickups and deliveries, and prioritizing assignments based on patient needs, master schedules, and established procedures.

SUPERVISION AND COORDINATION

The position does not supervise other personnel. Responsible for coordination with internal and external stakeholders including NKC staff, physicians, patients, patient families, authorized contact people, nephrologists, and vendors.

EXTERNAL CONTACTS

Interacts with patients and patient families at home service locations, nephrologists, authorized patient contacts, and equipment/supply vendors.

DECISIONS

Makes decisions based on established procedures, including delivery scheduling, route planning, inventory rotation, and coordination with patients. Escalates equipment issues, safety concerns, and urgent patient needs to supervisor.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation; be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Chief Nursing officer

Date

Vice President, People and Culture

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Signature

Date