



## **POSITION DESCRIPTION**

### **SUPPLY TECH 2**

Reports to: Warehouse Supervisor

Position Status: Non-Exempt

Supervises: No One

Effective Date: 8/11/2021

#### **GENERAL SUMMARY**

The Supply Tech 2 is responsible to assure that all NKC material (supplies, equipment, and parts) are received, stored, and distributed according to established policies and procedures. Requires contact with patients and professional staff and business partners in a variety of situations. Requires attention to details, compliance with warehouse operations and safety training, state regulations for vehicle operation, compliance with business partners policies and procedures and strict adherence to procedures for the safe operation of mechanized lift equipment.

#### **DUTIES AND RESPONSIBILITIES**

1. Be a proactive and collaborative team member providing high quality service to all NKC staff and customers.
2. Operates lift-truck and company vehicles for effective and safe movement of supplies in around the warehouse space, NKC clinics and NKC Hospital partners.
3. Restocks supplies, carts and bin items and prepares orders for shipping and distribution.
4. Perform daily deliveries to NKC clinics and hospital partners.
5. Conduct onsite clinic replenishment of supply orders utilizing electronic methods for reorder.
6. Picks up supplies and equipment at other institutions or patients' homes as needed.
7. Implement quality control by monitoring and inspecting supplies through the entire supply chain process to include receiving, order fulfillment and distribution.
8. Participates in physical inventories.
9. Assists in identifying inventory control and stocking problems.
10. Maintains clean work environment at direction of Supply Chain leadership.
11. Performs other duties as assigned.

## **PLANNING**

The position is responsible for arranging assigned materiel handling activities to meet workflow, setting priorities for work sequences, daily route management and planning how to complete assignments on time. These plans are based on established procedures and practices.

## **EXTERNAL CONTACTS**

This position has contacts with patients, NKC staff, the public, shipping & delivery companies, and other health care facilities. These contacts are necessary to conduct daily activities to receive and ship inventory and make supply pickups and deliveries.

## **DECISIONS**

The position is responsible to the Warehouse Supervisor for materiel handling decision-making required to perform duties and responsibilities. These decisions are based on established procedures and practices and involve inventory control and/or other duties. Typical decisions include checking and rotating inventories, supply order discrepancies, deciding how to manage daily delivery schedules while complying to warehouse and distribution standards and making sure safety procedures are observed.

## **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Ability to be flexible, use critical thinking and participate in collaborative efforts in a constantly changing work environment.
3. Ability to use computer and or tablet to perform daily tasks. Must be able to demonstrate use of appropriate software after training.
4. Supply Tech 2 will be exposed to fumes, chemicals, and odors.
5. The Supply Tech 2 can spend 4 hours a day working on their feet performing repetitive activities as well as 4 hours a day of driving.
6. The Supply Tech 2 must have a valid Washington driver's license.
7. Physical activities require the ability to climb stairs, stoop, kneel, crouch, reach; stand, walk; push, pull, lift; use fingers to manipulate items, grasp; talk, hear; repetitive motions of the wrists, hands, fingers.
8. The physical requirements include the ability to lift/move objects weighing up to 70 pounds.
9. Visual acuity is required to read and inspect work.

## **CUSTOMER SERVICE STANDARDS**

Staff is 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.

### **EDUCATION AND EXPERIENCE**

The Supply Tech 2 should have the equivalent of high school graduate level training in materiel handling related subjects. Additionally, he/she should have the equivalent of two years previous warehouse and inventory control experience with previous delivery experience preferred. Also required is Washington State driver's license, safe driving record, materiel handler physical abilities Forklift experience and certification is preferred but not required.

The Supply Tech 2 must have the ability to organize workload and work on site or in the field with a minimum of supervision. Also, must have good communication skills (must be able to read and speak English proficiently).

**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**



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Elizabeth Mulam  
VP of Patient Care Services, CNO

8/11/2021  
Date



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Robert Pa  
Vice President of Human Resources  
& Chief HR Officer

8/11/2021  
Date