



Title: Operations/Warehouse Worker

Job Code: 3010/4075

Pay Range: 310/420

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: Sept. 2014; Dec. 2014

Revised: Dec. 2019

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Perform general operations and warehouse duties, including loading and unloading, delivery, stocking, set-ups and tear down, driving, receiving, inventory, simple maintenance, and related cleaning duties. Duties depend on assigned Metro facility responsibilities as well as seasonal, program, setting, and other requirements. Work may be performed in hazardous locations at times and under inclement weather conditions.

DISTINGUISHING FEATURES

This is the first level of a two-level series with the second level serving in a lead capacity.

DUTIES AND RESPONSIBILITIES

1. Loads and unloads materials and supplies from warehouses, delivery trucks and vehicles.
2. Picks up and delivers items zoo-wide and around the Portland Metro area as needed; assists with receiving.
3. Performs basic warehouse assistance which may include set-up and take-down for special events, assembling office furniture, inventory and working with Security, Maintenance, Living Collections and other departments as needed.
4. Operates vehicles, forklifts, high lifts, person lift baskets, cleaning and other medium and light duty equipment and hand tools; and office equipment, such as computer, phone and radios.
5. Cleans and maintains work area.
6. Inspects and ensures all equipment, tools and supplies are cleaned, in working order, and returned to designated areas and prepared for next use. Ensures proper disposal of fluids, chemicals, equipment and packaging. Responds to facility and equipment problems and safety issues. Reports major issues to lead or supervisor.
7. Performs general vehicle and equipment duties such as conducting basic equipment/vehicle safety inspection and refueling. Reports issues or concerns to lead or supervisor.
8. Maintains daily operational notes and responds to email and voicemail. Makes suggestions for process improvements.
9. Performs basic computer skills as needed in the operation of warehouse functions; may place supply orders from preset lists as necessary.

10. Performs custodial and simple unskilled or limited semi-skilled maintenance duties as assigned, such as spot and touch-up painting, painting prep, clearing drains and gutters, snow removal, and light bulb replacement.
11. Builds and maintains collaborative, working relationships with staff and other Metro employees.
12. Interacts with guests in a professional and courteous manner. Answer questions from the public about the location of zoo exhibits, facilities, upcoming zoo events as well as zoo regulations and rules.
13. Ensures compliance with applicable laws, Metro policies and procedures as appropriate.
14. Responds to emergency situations as needed; may be called in to do so.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Two years of experience or training in warehouse duties or basic maintenance
- Valid driver's license and the ability to be insured by Metro's insurance carrier
- Possession of, or ability to obtain, and maintain Fork Lift Certification, and blood borne pathogen training
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Must obtain within 60 days of starting work:

- Blood Borne Pathogen Training
- Emergency and Safety Procedures Training
- HAZMAT Awareness Level Training
- Forklift Certification

Knowledge, Skills and Abilities:

- Routine warehouse, building and grounds maintenance, methods and practices
- Understand and follow oral and simple written instructions
- Read instructions and perform routine math calculations with accuracy
- Work multiple shifts including, days, evenings, weekends and holidays
- Deal courteously with the public and to develop and maintain harmonious working relationships with other employees
- Thorough knowledge of safe propane and vehicle refueling practices
- Safely operate tools and equipment
- Complete work efficiently and in the prescribed manner following a brief training period
- Flexible; adjust to varying work environments, job tasks, and methods of instructions
- Lift and carry up to 50 pounds on a regular basis; up to 100+ pounds occasionally
- Stand for long periods of time on a hard surface
- Work outdoors in heat, cold and inclement weather
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Reports to Service Supervisor, but typically receives daily task assignments from the lead

SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees

RELATIONSHIPS/CONTACTS

Limited primarily to own department or work unit with general interaction with the public and other Metro employees during course of assigned duties

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

A variety of hand and power tools and light and medium duty equipment such as pickup truck or other vehicles, forklifts, high lifts, person lift baskets, cleaning equipment and hand tools; and office equipment, such as computer, phone and radios

Gloves, masks and other personal protective devices and equipment are required while performing some tasks

WORK ENVIRONMENT

Duties may be performed under various conditions, which may include exposure to contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather, and other adverse conditions. Physically demanding position with frequent standing and lifting of 50 pounds on a regular basis; occasionally up to 100+ pounds. Work pressure and workflow disturbances are expected. As necessary to meet workload demands, may work outside of typical schedule including evening/weekend hours and holidays as assigned. May be exposed to working in inclement weather.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.