



HEALTHCRAFT

## JOB DESCRIPTION

ARE YOU OUR NEXT  
**REMARKABLE TEAM MEMBER?**



EVERY SPACE  
A SAFER PLACE

**JOB DESCRIPTION: Shipping Coordinator**  
**Business: Home Medical Assistive Products Manufacturer**

You are ready to take the next big step in your career. You want more responsibility where you can demonstrate your capabilities. You want to drive impactful changes that will contribute to company success and the customer experience.

You have experience in a high-volume pick and pack, order fulfillment environment. You have the endurance and energy to successfully hit daily targets. You can bring improvements to the shipping process that will positively increase the bottom line.

HealthCraft may be your next big step...

### **Who We Are:**

HealthCraft Group is a leading Canadian based designer and manufacturer of fall prevention safety solutions for loved ones at risk of a fall in their living space. You will find our products worldwide in over 25 countries helping millions of loved ones daily to protect and extend their potential. Put simply, we are on a mission to make every space a safer place through Fall Prevention Simplified.

### **Where We Are Heading:**

HealthCraft is in growth mode and building for the future, which is where you come in. We are searching for a **Shipping Coordinator** with wide experience who can bring this mission-critical position to the next level and beyond. Buckle up, the position is fast paced and demanding with expectations that you fit and thrive within our unique HealthCraft culture. Come to work every day knowing that what you do matters. HealthCraft changes lives, let it change yours. If you think you fit and have grit, continue reading.

### **Summary:**

As the **Shipping Coordinator**, you will be responsible for the overall efficient, effective, and successful day-to-day operations of the shipping department. You will ensure that customer orders are shipped on time, with attention to quality and accuracy. You are a driver of best practices. You provide positive direction within the team to ensure optimum productivity.

### **You will focus on;**

- Shipping's impact on the Customer Experience.
- Shipping's impact on the Sales targets.
- Culture (alignment within the Team with corporate vision and core values).

- Lean Manufacturing (process development, implementation, and management).
- ISO (regulatory compliance).
- HR (team leadership, talent development, performance metrics).

### **Job Responsibilities:**

- Work closely with Sales to manage, prioritize, and pick products to fulfill customer orders and meet customer expectations for delivery dates and deadlines.
- Print and process various documents; pick list, packing list, bill of lading using FedEx, UPS software.
- Organize cross-border and international shipments.
- Work with product distribution centers for inventory fulfillment requirements.
- Manage, verify, coordinate, and document information on all incoming and outgoing shipments from finished goods which includes; waybills, international declaration of goods B13, commercial invoices.
- Work with freight and courier providers to ensure shipping efficiency and cost savings.
- Assemble containers and crates.
- Manage finished good inventory levels.
- Operate a forklift and pump truck safely.
- Use a variety of hand and power tools; air stapler, power drill, banding machine.
- Promote and maintain a clean and safe work environment.
- Be a champion for the corporate vision and core values.
- Own the “scorecard” metrics for which shipping performance is measured.
- General housekeeping.
- Compliance with all safety guidelines.
- Compliance with all HealthCraft policies and procedures.

### **Desired Competencies:**

- Effective communicator.
- Thrive in fast paced environment.
- Strong organizational skills.
- Reliable.
- Able to work in a physically demanding environment.
- Keen attention to detail.
- Quick to learn.
- Logical and practical approach.
- Positive contributor to team attitude and corporate culture with alignment to core purpose.

### **Your Experience Should Include:**

- Minimum of 5 years' experience in a shipping position; FedEx, UPS shipping software and procurement of freight / logistics.
- Experience with ERP order processing software.
- High School Diploma, GED or equivalent.

- Basic computer skills.
- Forklift license.
- Knowledge of workplace safety.
- Effective communication skills, English; verbal and written.

### **Total Compensation & Care:**

- **Salary: \$23.00 to \$26.00** per hour depending on experience, results, and growth potential.
- **Performance Awards: Earn up to \$2,000 / year additional** based on personal and company performance.
- **Professional Development:** We will work together to provide continuous learning and development opportunities.
- **Informal training:** Personal development one-on-one & group coaching/mentoring from our C.O.O., leadership team and outside experts on topics such as health & wellness, communication & personality type awareness (DISC), organizational skills.
- **Health Insurance:** A comprehensive Employee Benefit Program which includes; Health, Dental, Vision, and confidential Employee Assistance Program (EAP) which includes mental & financial health planning & counseling for you and your family.
- **Income Protection:** Long term disability, life insurance and discretionary sick or personal time.
- **Paid Time Off: 3 + weeks:** provided as 10 Vacation Days, 3 Paid HealthCraft Personal Days & 3 Common Paid Team Days.
- **Paid Statutory Holidays:** 9 Days.
- **Social Time:** Frequent Team events such as Live Music Jam sessions, personal development training, Coffee & Donut “meet your teammates” sessions, Team BBQ’s and lunches, Pancake Breakfasts, & Team Spirit Activities.
- **Volunteer Time:** We believe that we are only as strong as the community we serve, we will provide support for volunteer time where required to assist you in achieving your philanthropic goals.
- **Team Services:** We are a community that looks for opportunities to help with making your life work balance better.
- **Parking:** Free on-site parking.
- **Meaningful and Challenging Work:** An opportunity to work and grow with one of our industry’s top awarded, most innovative companies; one that is making a difference in millions of lives.
- **Curated intentional Culture:** A remarkable and intentional organizational culture focused on learning, growth, engagement, and communication.

### **Workplace Environment:**

- Monday to Friday, 7:30 am to 4:00 pm.
- Manufacturing (Machine Shop) Environment.
- ISO13485.
- Lean Manufacturing.

- Use of Personal Protection Equipment will be required (safety eyewear, safety footwear).
- Work in conditions of heat, humidity, dust, noise, repetitive tasks, and hazards associated with a machine shop.
- Team Culture; Core Purpose and Core Value driven culture with a monthly measured world class attained employee net promoter score. (eNPS).
- < 50 Employees.

### **About HealthCraft:**

#### **Our Purpose:**

**“To protect and Extend Human Potential.”** We are committed to being the best organization on planet earth at connecting passionate people, progressive ideas, and effective product solutions to end the epidemic of preventable fall injuries and deaths in the living spaces of the world. Fall Prevention Simplified.

#### **Our Core Values:**

- R.I.G.H.T.
- Results Oriented
- Improvement Mindset
- Gratitude
- Helpfulness
- Team Driven

#### **Our Brand Promises:**

- **SIMPLICITY:** You will find a thoughtful, professionally curated collection of products that are effective and actually work.
- **SAFETY:** Your living space (and you) will be made safer, and...
- **PEACE-OF-MIND:** We will help you figure out the details with a collection and community of knowledge to guide you.

*HealthCraft promotes the principles of diversity and inclusion. We encourage applications from women, people with disabilities, Aboriginal peoples and persons of all races, ethnic origins, religions, sexual orientations, and gender identities and expressions. HealthCraft provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.*

We would love to discuss this opportunity with you. To start the conversation please email your resume to [jobs@healthcraftproducts.com](mailto:jobs@healthcraftproducts.com)