Lead Mover

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Shift Planning

- Meet with the Store Manager 15 minutes before the start of shift to understand goals for the day.
- Ensure “Client Check-in” person is prepared to put Client name tags on vehicles.
- Plan the shift:
  - Understand who has volunteered for the day as “Movers”. Consider experience, strength, ability to use the “Pick” software and ability to load trucks efficiently.
  - Understand the Clients’ attributes for the shift. Consider the quantity of Clients for the shift, size of loads, vehicles to be loaded.
  - Fill out the loading dock whiteboard. List the names of Movers and create teams if appropriate Consider the following:
  - Are more than three Movers scheduled?
  - Are more than six Clients scheduled?
  - Will “Mover” skills support separate teams?

Loading Client’s vehicles

- Reference the Status Monitor to see when a Client is ready to load.
- Assign a moving team.
- Consider the Client’s cart and teams’ assets (heavy items, difficulty of the load, language, etc) to ensure the best match.
- You may verbally give direction and/or note the Client’s name under the team name on the loading dock white board.
- Find the vehicle which has the appropriate Client name tag and direct the Client to drive the vehicle to the loading area.
- Direct the Client to back the vehicle into position allowing for two vehicles to be loaded side-by-side. The back of the truck to be approximately ten feet from the end of the scissor lift.
- Ensure largest items are picked and loaded first. The pick list is usually arranged as such from left to right. (i.e.: Mattress/Boxspring, Couch, Dresser, etc).
- Coordinate carts:
- Ensure teams have the appropriate size carts for their stage of loading.
- Ensure carts are quickly unloaded and brought back inside.
- Note: Operating the lift is a good way to understand the needs and coordinate movements.

- Loading housewares.
  - Typically the last step.
  - Ensure the household cart item states, “Pick item”.
  - Note: Although no additional communication is required, you may want to confirm completion of this step with the Lead Household items person. Items have been missed in the past, prior to recent process improvements so, some extra attention may provide assurance that this step is complete.
- Remember to take a photo of one client each shift (highlighting the client, the full vehicle, and a few Fresh Start volunteers). Send the photo to:

  wendy.b@freshstartfurniturebank.org.
- When loading is complete, ensure the Client’s vehicle door is closed properly and remove the Client’s name tag from the vehicle. Notify the Client that they are ready to go.

Off-loading donations (FSFB truck, Movers, 1-800-Got-Junk, etc):

- Coordinate off-loading donations with loading Clients such that carts are full coming into the building and full going out.
- Coordinate Teams or individual Movers to ensure a balanced flow.
- Note: Client loading is always the priority.

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