

WAREHOUSE ASSOCIATE

POSITION SUMMARY

COMPENSATION

Everyone starts as a probationary employee at Momenta for their first 30 days. No exceptions. This probationary period helps us assess suitability and ensure we have the right person for the right job. It also helps both the employee and the employer determine whether they are a good fit for each other. Most probationary employees go on to secure permanent positions with Momenta and tend to stay long-term. We have a very low turnover rate because we take the time to ensure our employees are a good fit for their roles.

Probationary employees are paid at the end of their 30-day probationary period. The monthly salary during the probationary period is \$3,250, with an additional \$100 allocated for qualified reimbursable expenses. We provide paid, on-the-job training, as well as all the tools and support you need to succeed in your new role.

The monthly salary for permanent employees is \$3,650, with an additional \$150 allocated for qualified expenses. Paychecks are issued on the 27th of every month. Permanent employees may also choose either a biweekly or monthly pay schedule. Permanent employees are eligible for a comprehensive benefits package, paid time off, and additional benefits.



RESPONSIBILITIES

- Be available to receive deliveries from postal and freight carriers
- Receive, process, label, tag, and ship all assigned orders quickly without missing deadlines
- Record all tracking information accurately in the proprietary system
- When a damaged item is discovered, promptly let the curator know and wait for further instructions
- Occasionally pick up customer orders from local carriers' offices or stores
- Update inventory system on time and accurately
- Promptly respond to all business correspondence during regular business hours



EXPECTATIONS

- Be respectful of compliance, guidelines, and protocols while carrying out assignments
- Be respectful of the privacy of customers and other business associates
- Be comfortable with basic computer operations and usage of technology (camera, phone, printer, scanning etc.)
- Be comfortable inputting large amounts of data accurately and in a timely manner
- Ability to work independently with minimal supervision



MINIMUM REQUIREMENTS

- Be a U.S. citizen
- 18 years or older
- Can maintain a stable, high-speed Internet connection by the first day of employment
- Maintain a functional, stable phone service (landline or cell)
- Own a digital camera or smartphone with camera capabilities
- Having a computer and printer device



WAREHOUSE ASSOCIATE

FREQUENTLY ASKED QUESTIONS

Who is Momena?

Momena is a global logistics company that offers an e-commerce fulfillment order platform. The Momena brand is owned by Momena eCommerce Solutions, LLC.

Where is Momena located?

Momena's headquarters are located at 1150 S Olive St #2040, Los Angeles, CA 90015.

On average, how many assignments or packages do I have to process every week?

Probationary employees usually process between 5 and 30 packages per week, while permanent employees typically process around 50 packages per week.

Do I have to relocate if I were to accept this job offer?

No, you are not expected to relocate for this position. This is a remote, work-from-home position.

Do you hire part-time staff?

Unfortunately, we do not hire part-timers. Almost all of our employees find our full-time positions flexible and very easy to work into their existing schedules. We can offer job perks and benefits that would be cost-prohibitive to offer to part-time employees.

Are there any out-of-pocket expenses that I should be aware of for this job?

Yes, you can expect to incur small expenses in the form of travel expenses, printer supplies, and packing materials. However, these are all reimbursable expenses as long as you submit receipts and request reimbursement using an appropriate form.

What sort of benefits does Momena offer?

Benefits are available to permanent employees after successfully completing the probationary period. Benefits include a retirement plan (401K) with company matching, medical and dental plans, a generous paid time off policy, and more. Coverage, premiums, and options for medical, dental, and vision plans vary from state to state. Permanent employees become eligible for health benefits from the 2nd month of their employment. Permanent employees may also participate in the company's 401k plan 90 days after their start date.

How do you train new employees if they are working remotely?

All new employees will be assigned a curator upon hire. Curators are the point of contact for all job-related matters throughout their employment with Momena. New employees will receive everything from training to job assignments and everything in between from their curators. For the initial 30 days, your curator will provide constant guidance, training, and feedback to ensure your success. Your curator will help you understand expectations, help manage schedules to efficiently handle your assignments, and provide guidance in all aspects of your job. They will evaluate your performance and adherence to company protocols, and that feedback will be taken into consideration to determine your suitability for a permanent position at Momena.

What are the contents of the packages I receive?

The packages contain retail products sold and shipped by retailers and online merchants. All packages adhere to shipping guidelines, restrictions, laws, and regulations set forth by local, state, and federal governments. Here are some of the most common items that the packages typically contain:

- Apparel and clothing items
- Health and beauty products
- Electronics and small appliances
- Computers and related goods
- Home and garden items

Your packages will be mixed, and you can expect a wide variety of items.

