

## **Position Title: Associate Shipping Clerk Assistant, Office Assistant**

**Department:** Operations

### **Job Relationships:**

**Supervisor:** Shipping Clerk, Operations Manager

**Direct Reports:** None

### **Position Summary:**

The Shipping Clerk Assistant is responsible for the daily shipping as assigned by the Shipping Clerk. This person must be able to process orders for shipping. This includes transcribing device information into the database, verifying order and device manufacturing accuracy. This person must be knowledgeable and proficient in all operations of the Shipping Department. The Shipping Clerk Assistant will strive to provide the highest quality of services to both inside and outside customers.

The Office Assistant will perform pre-shipping packaging and testing of standard components included in shipped goods.

### **Activities, Duties, and Responsibilities:**

1. Handling boxes up to 50 pounds will be required.
2. Provides the highest quality services possible.
3. Keeps all areas of warehouse and shipping department in an orderly fashion at all times. Dispose of boxes, paper rolls, etc.
4. Adds device information to invoice. Processes order, including all manuals, standard components, accessories and paperwork. Double checks all orders for accuracy.
5. Responsible for packing each order with correct packing materials to protect equipment from damage.
6. Maintains data base with current information about devices. Add updated information as needed; extended warranty, software updates or model changes.
7. Processes shipping for the service department daily. Maintains UPS tracking information and shipment date in Access for all repaired devices.
8. Maintains inventory of standard components for shipments.
9. Maintains and adds information to the correct database.
10. Adjusts schedule to handle all rush shipments defined as top priority by any department.
11. Has knowledge of all inventory. Able to assess if components are missing, defective or incorrect in preparing shipment.
12. Able to operate the shipping manifest. Print out forms for UPS and other shipping carriers as needed.
13. This position has limited flex-time. The shipping area must be staffed until 3:30 p.m. Keeps Operations Manager informed of working schedule at all times.

14. Test and label standard components for inclusion in orders.
15. Prepare devices for manufacturing as needed.
16. Strives to meet the corporate goal.
17. Performs other duties as assigned.

**Supervisory Responsibilities:**

None

**Qualifications/Background Required:**

Knowledge Required:

1. The ability to pursue High school diploma or general equivalency degree (GED).

Skills Required:

2. Must be able to remain calm and steady under the functioning demands and deadlines of daily shipping.
3. To be able to interact with all other departments, team player is essential.
4. To be able to handle heavy items at times (approximate 70 lbs).
5. Ability to function as a team player.
6. Willing to take responsibility as team decisions are made.
7. Must be able to work efficiently without direct supervision.
8. Must be accurate, precise, thorough, and give attention to detail.
9. Must have strong organizational skills.
10. Accuracy on numerical filing of large 6 digit numbers and alphabetizing.
11. 1 year training/learning curve.

**Communication Requirements:**

**Routine Communications:** Position duties involve routine communications with contacts inside the organization where the nature of information provided usually follows an established pattern generally requiring only normal courtesy and the exchange of basic information.

**Additional Information:**

This position is our last quality check for all orders. Any items that seem incorrect or defective can be returned to production for an evaluation.

## **PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:**

- **Stooping.** Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- **Kneeling.** Bending legs at knee to come to a rest on knee or knees.
- **Crouching.** Bending the body downward and forward by bending leg and spine.
- **Reaching.** Extending hand(s) and arm(s) in any direction.
- **Standing.** Particularly for sustained period of time.
- **Walking.** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- **Pushing.** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Lifting.** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Fingering.** Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Talking.** Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Hearing.** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- **Repetitive motion.** Substantial movements (motions) of the wrists, hands, and/or fingers
- **Medium Work.** Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) or to make general observations of facilities of structures (i.e., security guard, inspection, etc.)
- The worker is not substantially exposed to adverse environmental conditions.