

## **POSITION DESCRIPTION**

<b>RECEIVING/SHIPPING CLERK</b>
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Reports To: Warehouse Manager

Position Status: Non-Exempt

Supervises: N/A

Effective Date: 10/01/17

### **GENERAL SUMMARY**

The Receiving/Shipping Clerk reports to the Warehouse Manager and is responsible for the receipt of inbound shipments and processing of outbound shipments for verification and recording of all products entering and leaving the Distribution Center and to assure that all NKC material (supplies, equipment, and parts) are received, stored, and distributed according to established policies and procedures. Requires contact with patients and professional staff in a variety of situations. Requires training and strict adherence to procedures for the safe operation of mechanized lift equipment.

### **DUTIES and RESPONSIBILITIES**

1. Verifies and keeps records on incoming and outgoing shipments and prepares items for shipment: Compares identifying information and counts, weighs, or measures items of incoming and outgoing shipments to verify against bills of lading, invoices, orders or other records.
2. Determines method of shipment, utilizing knowledge of shipping procedures, routes and rates.
3. Unpacks and examines incoming shipments, rejects damaged items, records shortages and changes from original order and corresponds with shipper to rectify damages, changes and shortages.
4. Assembles shipping containers, loads items for shipment, utilizes fillers for proper and safe shipment and affixes labels to packed cartons that identify shipping information.
5. Examine outgoing shipments to ensure shipments meet specifications.

6. Works with Buyer on shipping discrepancies, department returns and any and all items needing Returned Goods Authorization back to distributor and or manufacturer.
7. Will operate hand trucks, pallet jacks and fork lift to properly move product in and off trucks as well as in and out of warehouse.
8. Work directly with Warehouse Manager and Warehouse Lead to ensure goods are stored in correct locations utilizing proper storage techniques.
9. Assists in identifying inventory control and stocking problems.
10. Coordinate with Warehouse Manager and Warehouse Lead on delivery of product throughout NKC.
11. Performs other duties as assigned.

### **PLANNING**

The position is responsible for arranging assigned material handling activities to meet work flow, setting priorities for work sequences, and planning how to complete assignments on time that pertain to supply delivery and shipment. These plans are based on established procedures and practices.

### **EXTERNAL CONTACTS**

This position has contacts with patients, truck drivers, shipping/delivery companies, and other health care facilities. These contacts are required to receive and ship inventory, and make supply pickups and deliveries.

### **DECISIONS**

The position is responsible to the Warehouse Manager for delivery and shipping decision-making required to perform duties and responsibilities. These decisions are based on established procedures and practices, and involve inventory control and/or other duties. Typical decisions include: shipping and delivery requirements; vendor management and deciding how to handle delivery situations away from the Distribution Center (Direct Ships); and making sure safety procedures are observed.

### **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person as well as proficiently use designated Data Information program for management of supply chain/accounts payable interactions.

2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. The Receiving/Shipment Clerk is exposed to fumes, chemicals, and odors.
4. Must have a valid Washington driver's license.
5. Physical activities require the ability to climb stairs, stoop, kneel, crouch, reach; stand, walk; push, pull, lift; use fingers to manipulate items, grasp; talk, hear; repetitive motions of the wrists, hands, fingers.
6. The physical requirements include the ability to lift/move objects weighing up to 70 pounds.
7. Visual acuity is required to read and inspect work.

### **CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

### **EDUCATION and EXPERIENCE**


The Receiving/Shipment Clerk should have the equivalent of high school graduate level training and understand the fundamental process of shipping and receiving activities. It is preferred that the Receiving/Shipping clerk should have the equivalent of two years previous warehouse and receiving experience, a valid Washington State driver's license, safe driving record; material handler physical abilities, and be a certified forklift operator in a warehouse environment.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**REVIEW and APPROVAL**

  
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Vice President of Finance

10/9/17  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Human Resources

10/9/17  
\_\_\_\_\_  
Date