

ITC MILLWORK, LLC

Job Description

JOB TITLE: **Shipping, Receiving and Order Picking Clerk**

Reports To: Chief Operating Officer
Prepared by: ADP TotalSource

Non-Exempt
August 1, 2014

SUMMARY:

This position is primarily responsible for performing a variety of warehouse functions, including accurate receiving, storage and shipping of product by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Knows the company's merchandise and how best it should be stored and handled.

Records accurate counts of materials as they enter and leave the warehouse. Notifies Supervisor if physical counts differ from paperwork.

Labels materials with correct job name, and moves materials to appropriate storage area. Ensures items are stored in safe and accessible manner.

Reviews orders for the next day's deliveries and picks orders.

Prepares product for safe and secure delivery to customer.

Loads next day's deliveries onto delivery vehicles.

Pulls materials and provides customer service for walk-in customers.

Records descriptions and counts for materials returned by customers. Returns resalable product to stock. Labels and stores items that are to be returned to vendor.

Keeps warehouse floors and delivery vehicles swept and free of debris.

Participates in inventory counts.

Inspects materials for damage and reports such to Supervisor.

Acts as Delivery Driver's Helper by riding along on assigned routes and manually unloading materials at customer jobsites.

Represents the company with professional conduct and courtesy when dealing with co-workers, customers, vendors, homeowners, etc.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership

- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Self-management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety And Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness; generates suggestions for improving work.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Inventory Software; and Order Processing Systems.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Forklift Certificate.

OTHER SKILLS AND ABILITIES:

- Legible handwriting is required.
- Must be able to work independently as well as working as part of a team with minimal supervision.
- Must develop knowledge and familiarity with company's products and services.

OTHER QUALIFICATIONS:

- Must have one (1) year experience in a fast-paced warehouse environment.
- Knowledge of building industry and building materials in general is a plus.

SPECIALIZED EQUIPMENT:

- Forklift is frequently used for loading and unloading of materials, and for moving materials from one location to another.
- ChopSaw/Radial Arm Saw is occasionally used for cutting materials to customer specifications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk.

The employee must occasionally lift and/or move more than 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and fumes or airborne particles.

The noise level in the work environment is usually moderate.