

# FAR FROM NORMAL JOB DESCRIPTION

**TITLE:** Customer Service Associate

**SUPERVISOR:** Warehouse Manager

## 1. SUMMARIZE MAJOR RESPONSIBILITIES

Answer phone, process orders, and inventory products, use a computer, deliver orders and other warehouse duties as assigned.

## 2. SPECIFIC JOB DETAILS MAY INCLUDE

- Answering customer calls for phone orders and questions.
- 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 information against bills of lading, invoices, orders, or other records.
- Determines method of shipment, utilizing knowledge of shipping procedures, routes, and rates. Affixes shipping labels on packed cartons.
- Inserts items into containers, using strapping machine.
- Posts weights and shipping charges, and affixes postage.
- Unpacks and examines incoming shipments, rejects damaged items, records shortages, and corresponds with shipper to rectify damages and shortages.
- Examines outgoing shipments to ensure shipments meet specifications.
- Maintains inventory of shipping materials and supplies.
- Position is accountable for warehouse process and procedures in order to ensure accuracy and integrity.
- Position must be able to lift 70-pound packages.
- Promote a safe and sanitary work environment through demonstrated personal performance.

## 3. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

## 4. CULTURE

Demonstrates strong commitment to a culture with high standards of accountability, integrity, and mutual respect.

## 5. EDUCATION and/or EXPERIENCE

High school diploma or GED equivalent required and one to three years of related experience and/or training.

## 6. PHYSICAL DEMANDS/WORK ENVIRONMENT

The work environment is characteristic of a normal distribution center environment.