

FAR FROM NORMAL JOB DESCRIPTION

TITLE: Customer Service Associate / Warehouse Delivery Driver

SUPERVISOR: Warehouse Manager

1. SUMMARIZE MAJOR RESPONSIBILITIES

Answer phone, process orders, and inventory products, use a computer, deliver in-town 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.
- Coordinate to schedule daily deliveries and pickups.
- Load and unload customer orders.
- Drive a forklift.
- 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.

Must be able to drive company vehicle for intown delivery route.

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.