

## **POSITION PROFILE SHIPPER/RECEIVER Afternoon Shift**

### **The Purpose**

Provide on time receiving and delivery of materials to internal and external clients

### **The Path: Major Responsibilities**

- Perform tasks per Responsibility Schedule on a timely basis

#### **Beginner, Intermediate**

- Accept materials as they come in, signing shipping paperwork (waybills, reports) as applicable
- Update and maintain the computer inventory program
- Provide necessary supplies (skids, monos, trays and bags) to production on a timely basis
- Pull completed jobs from production and verify outgoing postal shipments (including Canada Post, USPS, DHL etc.) against paperwork provided by production support team

#### **Advanced**

- Pre-pick materials for upcoming jobs two days ahead of time
- Refer to overs tag in aisle section and overs area, return materials to appropriate rack locations or to be shipped out daily
- Backup to Beginner, Intermediate

### **The People: Interactions**

Reports to:	Director, Production Services
Key internal interactions:	Materials handling team, production team, production support team, production supervisory staff and lead hands, sales team, accounting, management, data and laser teams
Key external interactions:	Clients, vendors, postal administrations, courier companies

### **The Performance Objectives**

#### **Beginner, Intermediate**

- Zero errors on providing accurate and timely receiving information
- Zero missed mail dates due to materials handling error
- Zero complaints from production for monitoring lights and responding to their needs

#### **Advanced**

- Materials for jobs to be pre-picked two days ahead of time - no more than 6 late pickings per quarter
- Zero errors on wrong materials pre-picked
- Zero lost/ misplaced materials

### **The Person: Skills and Knowledge**

#### **Knowledge**

- Beginner, Intermediate - Two years' experience operating stand-up forklifts
- Advanced - Three years' experience operating stand-up forklift and order picker
- Forklift certification an asset
- Three years' experience in warehouse environment and working with courier companies
- Knowledge of postal administrations and postal regulations and requirements an asset
- Knowledge of inventory management

**Communication Skills**

- Good verbal and written communications

**Computer Skills**

- Must have basic working knowledge of computers
- Experience using courier software an asset

**Other Skills**

- Ability to lift 50 pounds
- Ability to handle large volumes of work in a warehouse environment with constant interruption
- Ability to work under pressure
- Ability to establish and maintain effective, positive and courteous working relationships, team player
- Ability to meet deadlines
- Attention to detail
- Must wear CSA approved safety shoes
- Must pass RCMP criminal background check.

**The Person: Competencies for Success****Customer Focus**

Anticipates customer needs and acts to meet the expectations of both internal and external customers; responds quickly to customer inquiries; continually searches for ways to increase customer satisfaction.

**Technical/ Functional Expertise**

Possesses up-to-date knowledge and is regarded as an expert in the technical/ functional area; accesses and uses other expert resources when appropriate.

**Works Efficiently**

Allocates one's own time efficiently; handles multiple demands and competing priorities; well-organized and detail-skilled; meets deadlines in a timely manner.

**Adaptability**

Willing and able to adjust to multiple demands, shifting priorities, ambiguity, and rapid change; shows resilience in the face of constraints, frustrations, or adversity, is not knocked off balance by the unexpected.

**Critical Success Factors**

These represent the information, resources, support, and internal structures that need to be in place for the person performing this work to be successful in fulfilling the path, or major responsibilities. Add points regarding what is needed to make this role successful, review on annual basis

**Responsibility Schedule (if applicable)****Beginner, Intermediate, Advanced**

- Answering shipping door in a timely and professional manner
- Accept materials as they come in, signing shipping paperwork (waybills, reports) as applicable and giving samples to Materials Handling Clerk
- Label boxes for receiving and arrange boxes on skids to prepare for storage
- Put materials in rack locations as assigned
- Provide necessary supplies (skids, monos, trays and bags) to production on a timely basis

## **POSITION PROFILE SHIPPER/RECEIVER Afternoon Shift**

- Pull completed jobs from production and verify of outgoing postal shipments (including Canada Post, USPS, FedEx, UPS, etc.) against paperwork provided by production support team:
  - Verify quantities
  - Write SOM numbers on cage tags
  - Confirm docket number
  - Match cheques to SOMS if applicable
  - Other verifications as required
- Participate in the inventory counting process
- Flexible time schedule per operational requirements, responsibilities may require evening and weekend work
- Be punctual and ready at work station by assigned work start time
- Other duties and special assignments as assigned

### **Advanced**

- Pre-pick materials for upcoming jobs two days ahead of time:
  - At the scheduled time, print the order picker report and pre-pick material per report or as scheduled by Director of Operations
  - Tag jobs with job number, mail date and indicate any shortages on the tag
  - Put materials in pre-pick area
  - Fill out shortage form and attach to the mailing docket if applicable
  - Note pre-picked "PP" on the docket
  - Update the docket system to indicate pre-picked and note shortages
- Refer to overs tag in aisle section and overs area, return materials to appropriate rack locations or to be shipped out daily. Fill in location change form and give to Materials Handling Clerk if necessary

### **How to Apply:**

If you are interested in exploring this career opportunity, please send your resume and cover letter indicating your objectives and compensation expectations to [employment@hemlockharling.com](mailto:employment@hemlockharling.com). Please quote Shipper/Receiver in the email subject line.

Open Until Filled.

We would like to thank all applicants for their interest, however only those applicants considered for an interview will be contacted.