

**The Purpose**

Provide on time picking and packing of orders for shipping

**The Path: Major Responsibilities**

Perform tasks per Responsibility Schedule on a timely basis

**Beginner, Intermediate**

- Pick and pack client orders
- Update and maintain the computer inventory program
- Prepare shipping labels and documentation
- Assist the Shipper/Receiver as needed

**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 picking and packing orders
- Zero missed due dates due to materials handling error
- Zero complaints Materials Handling Supervisor

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

- Beginner, Intermediate – Two years' experience operating stand-up forklifts and order picker
- Forklift certification an asset
- Three years' experience picking and packing orders in warehouse environment and working with courier companies
- Knowledge of inventory management

**Communication Skills**

- Good verbal and written communications

**Computer Skills**

- Must have good working knowledge of computers
- Experience using courier software.

**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**

- Print out orders for daily picking
- Locate and pick material for multiple orders at a time, pack efficiently
- Arrange shipping using the appropriate courier company workstation, print shipping labels and apply to packages
- Print packing Lists and apply to shipment
- 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