

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00283	Pay Grade:	6
JD Title:	Head Receiver	JD FTE Hours:	35
Job Family:	Receiver		

General Description

Responsible for overseeing the shipping and receiving of goods for all store locations while ensuring that incoming goods and paperwork are processed in a timely and accurate manner according to established procedures. Prepares outgoing shipments for customers and return shipments to vendors ensuring the accurate completion of appropriate paperwork. Responsible for the procurement and maintenance of equipment used in the shipping and receiving area.

Representative Duties & Responsibilities

- Organize the logistics for the movement of outgoing and incoming goods to the appropriate store locations.
- Negotiate prices and place orders for new shipping and receiving equipment, and store supplies as required, ensuring an adequate inventory at all times.
- Negotiate freight charges with vendors to ensure the most cost efficient shipping rates.
- Review and approve all freight charges being shipped from the department.
- Ensure protocols within the shipping and receiving area are in compliance with pertinent safety procedures and regulations.
- Investigate and resolve all shipping and receiving issues escalated by departmental staff.
- Bring system and procedural issues with supporting documentation to the attention of appropriate personnel to assist with resolution.
- Investigate and resolve ongoing service issues related to shipping companies and vendors by initiating communication with internal and external parties as needed.
- Write and update procedure manuals for the shipping and receiving department.
- Assign work tasks to staff, ensuring they are shown the proper methods and procedures.
- Write and maintain the training manual for shipping and receiving staff which includes pertinent safety procedures.
- Load and unload merchandise from trucks.
- Verify the completeness of all incoming shipments prior to signing the receipt of shipment.
- Maintain accurate inventory by ensuring all goods are entered into the receiving module and are tagged appropriately for check out.
- Verify count, sort, and price incoming merchandise quickly and accurately, according to established departmental procedures.
- Identify and resolve issues as goods arrive, escalating issues as necessary to appropriate personnel.
- Read packing lists containing item details to ensure the accurate receiving of goods.
- Scan text in other language for specific words or information.
- Ensure security tags are attached to merchandise prior to being transported to the sales floor, according to established departmental procedures.
- Distribute merchandise to appropriate store locations.
- Place merchandise on carts for distribution and delivery to the department, according to established procedures.
- Review the account distribution sheet, identify discrepancies, resolve issues when possible, and escalate issues when necessary.
- Ensure distribution reports accompany goods onto the sales floor.
- Ensure appropriate documentation is attached to special order goods.
- Gather pertinent receiving documentation for payment of invoices by the accounts office.
- Update and maintain accurate information in the inventory management system as required.

Representative Duties & Responsibilities

- Understand the process flow of various systems utilized by the department in order to resolve issues and suggest process flow changes.
- Understand the process flow across various systems used within the department.
- Liaise with buyers, courier personnel, and other departments for verifications, instructions, and other information as required.
- Resolve incidents of short shipments by contacting suppliers and delivery services as required
- Pack outgoing shipments securely, as per shipping specifications, for deliveries to customers and return shipments to vendors. Enter details into daily shipping manifest for all outbound shipments.
- Complete appropriate documentation for all outbound shipments including customs declaration.
- Provide expertise and guidance to staff with respect to domestic and international waybills and customs documents
- Provide shipping costs to customers as required.
- Assist departments with the transportation of goods.
- Organize and maintain the receiving area to ensure accessibility, and the most efficient use of space.
- Collect content from waste and recycling receptacles daily within the department, ensuring contents are disposed of accordingly.
- Move, arrange, and assemble various furniture and equipment within the department as required.
- Arrange for the disposal of surplus furniture and equipment as directed.
- Ensure the proper opening and closing of the store on a rotational basis following established departmental policies and procedures.
- Operate the cash register as needed.
- Prepare merchandise for inventory and perform inventory tasks as required.
- Perform customer service tasks including but not limited to product returns, defective product exchanges, rainchecks, bookclubs and buybacks.
- Perform cashiering duties as required.

Supervision

- Provides lead hand supervision and is responsible for the quality and quantity of work of others.

Qualifications

- Secondary School diploma
- Requires 4 years of relevant experience.

Effort

Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
 - Intermittent periods of keyboarding when entering data of received goods into the inventory system as deliveries arrive.
- A typical work day consists of up to 2 hours of moderate physical effort for activities such as:
 - Prolonged periods of standing while addressing and sorting packages.
 - Walking to receive packages on dock and receiving desk.
 - Lifting, carrying, placing and moving packages to proper locations for delivery.
- A typical work day consists of greater than 3.5 hours of high physical effort for activities such as:
 - Moving heavy skids, book carts, and boxes of paper.
 - Sorting boxes involving bending, twisting and reaching.
 - Moving book trucks and flatbeds when picking up or delivering materials.

Mental Effort:

- A typical work day consists of greater than 3.5 hours of routine mental effort for activities such as:
 - Attending to routine requests for information from customers requesting shipping costs and timelines.
 - Processing routine receiving information into the inventory management system.
- A typical work day consists of up to 3.5 hours of moderate mental effort for activities such as:
 - Organizing the logistics for the movement of goods to each store location.
 - Negotiating pricing for rental trucks, freight charges, and new equipment as needed.
 - Assigning work tasks to staff, ensuring they are shown the proper work methods and procedures.
 - Reviewing and approving all freight charges for shipments.
 - Investigating and resolving ongoing service issues related to shipping companies and vendors by initiating communication with internal and external parties as needed.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Frequently required to work outside in a range of weather conditions when unloading trucks.
- Frequently exposed to dirt and dust from receiving products.
- Continuously required to wear steel toed work shoes.

Psychological Environment:

- Occasionally required to interact with rude and upset customers.
- Frequently required to balance multiple tasks and simultaneous deadlines.

Health & Safety:

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Required to climb ladders to store and retrieve merchandise and equipment.
- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00283	Pay Grade:	6
JD Title:	Head Receiver	Total Points:	437
Job Family:	Receiver		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	1.5	8
	4. Interpersonal Skill	3.5	46
	5. Education and Experience	B4	36
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	4.0	25
	8. Mental Effort	2.0	33
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.0	66
Working Conditions	12. Physical Environment	3.0	18
	13. Psychological Environment	2.0	10
	14. Health and Safety	2.0	16