

QUALITY MANAGEMENT, INC.

POSITION DESCRIPTION

POSITION TITLE: Office and Warehouse Support
POSITION STATUS: Regular, Part-Time
CLASSIFICATION: Hourly
REPORTS TO: Office Manager
VERSION DATE: August 2016

PURPOSE: This position is responsible for receiving and managing inventory, shipping product to customers, organizing the maintaining the warehouse and assisting with sales and office operations.

ESSENTIAL JOB FUNCTIONS: (20-25 Hours/Week)

% OF TIME	RESPONSIBILITIES
40%	<p>Shipping</p> <p>Following QMI written procedures for Shipping, this position requires:</p> <ul style="list-style-type: none"> • Basic knowledge of Sales Orders in Sage Accounting System. • Prepare and print packing slips for all shipments. • Use of Ship Gear, FedEx and UPS shipping software. • Packaging, weighing and labeling of product. • Include promotional brochures with shipments at the direction of the Sales staff. • Coordinate with UPS, FedEx and other shippers for pickup and delivery. • Coordinate with QMI vendors on deliveries.
20%	<p>Receiving and Managing Inventory (Assisting as Needed)</p> <ul style="list-style-type: none"> • Receive, open and log in product (Form 74-2; Rev A) • Inspect incoming product in accordance with QMI inspection protocol (Form 75-1, Rev A). • Notify quality control manager of any None Conforming Material Received (NCRM). • Place NCRM in designed holding area. • Assist Quality Control Manager in resolving NCRM issues with vendors. • Conduct a physical count of all inventory at least quarterly, or as directed by the Quality Control Manager or General Manager. • Assemble Farm Kits (part number 114018) • Maintain quality standards for audits

20%	<p>Sales Assistance</p> <ul style="list-style-type: none"> • Take sales orders by telephone as backup to Sales. • Enter sale order into Sage accounting.
10%	<p>Warehouse Maintenance</p> <ul style="list-style-type: none"> • Organize shelving in a neat and orderly manner. • Keep warehouse clean by sweeping, dusting, etc. • Forklift maintenance, including charging batteries • Record keeping on equipment maintenance • Maintain stock of boxes, tape, etc. • Remove from warehouse recycled boxes and pallets as necessary.
10%	<p>Office Assistance</p> <ul style="list-style-type: none"> • Assist office staff with necessary tasks as needed. • Cross training with Administrative Assistant to provide back up as needed.

PREFERRED ATTRIBUTES:

- Adherence to QMI Policies and SOP's – follows company policies and SOP's, both formal and informal, and able to point out when others are not following the policies and SOP's
- Communication – excellent communication skills including written, verbal & listening
- Creativity – proposes ideas, find new, better and more efficient ways of doing things
- Detail Oriented – pays attention to detail as in context of big picture
- Flexible – willing to help out and adjust workload when needed
- High Energy – must be able to multi-task and keep the work moving
- Independent – can accomplish tasks with minimal supervision and must know what and when things need to be done
- Integrity – Communicate and demonstrate ethical, honest and professional behavior in all business dealings
- Investigative – willing to inquire and locate answers for clients
- Judgment – must possess proper judgment and decision-making skills
- Multi-Task – able to manage competing priorities and multiple items concurrently
- Organization skills – able to stay organized despite being busy with changing priorities
- Positive Attitude – displays professionalism, can-do willingness and flexibility
- Prioritize – continually prioritizing the workload to determine and understand what must be done first
- Reliability – relied upon to complete tasks in a timely manner and follow up
- Sense of Urgency – understands deadlines and the need to meet due dates

REQUIRED EDUCATION & EXPERIENCE:

- Minimum 5 years of experience in shipping and receiving.
- Ability to operate forklift
- Lift weights up to 50 lbs.
- High school or higher education.
- Basic working knowledge of Sale Orders in Sage Accounting Software.
- Working knowledge of UPS World Ship and FedEx Shipping Software.

PHYSICAL & ENVIRONMENTAL FACTORS

(Indicate frequency required in typical 8 hour day for this position.)

Physical	N/A	Rarely (< ½ hr)	Occasionally (½-2½ hrs)	Frequently (2½-5½ hrs)	Continually (5½-8 hrs)
Sitting			X		
Stationary standing				X	
Walking				X	
Ability to be mobile				X	
Crouching (bend at knees)			X		
Kneeling or crawling		X			
Stooping (bend at waist)		X			
Twisting		X			
Turn or pivot				X	
Climbing			X		
Reaching overhead			X		
Grasping or pinching			X		
Pushing or pulling (> 10 lbs.)			X		
Lifting or carrying (> 10 lbs.)			X		
Repetitive Motions (e.g. typing, etc.)				X	
Other _____					
Sensory					
Talking in person				X	
Talking on telephone				X	
Hearing in person				X	
Hearing on telephone				X	
Vision for close work					X
Vision for distance or depth		X			
Distinguishing color		X			
Noise – Quiet				X	
Noise – Moderate			X		
Noise – Loud		X			
Other _____					
Environmental Exposures					
Fumes		X			
Chemicals		X			
Vibrations		X			
Humidity or wet (indoor)	X				
Cold		X			
Heat		X			
Dust		X			
Moving mechanical parts		X			
Electrical shock	X				
Other _____					

List any additional position requirements related to:

- Occasional travel