

The VFW Kansas City MO Office has a position opening as described.

**DEPARTMENT:** Emblem & Supply

**JOB TITLE:** Shipping and Receiving Clerk

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**NATURE OF WORK:**

Fulfill VFW Store orders; pull merchandise from shelves, pack and prepare for shipping. Receive, inspect, count and record stock merchandise from vendors. Greet and takes orders from walk-in customers.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

Access proprietary software daily to generate and sort, pick/pack slips and drop ship purchase orders.

Compile, pack and prepare merchandise for shipment. Verify order, determine appropriate packing container, fillers and protective padding. Examine to ensure shipment meets specifications for safe shipping, seal and tape boxes.

Scans packing list into shipping software to determine best method for of shipping merchandise to customer. Verifies the address is valid and can be shipped by the chosen method. Confirms shipment and prints labels.

Receive inventoried merchandise on loading dock from freight carriers. Unpack and examine shipments, count and verify that correct merchandise and quantity are received, with no damages.

Complete merchandise receiving notice and deliver to Inventory Control Clerk for processing.

Route merchandise to restock the appropriate inventory location or store within the warehouse.

Handle walk-in customers and VFW tour groups by providing sales assistance of products, both stock merchandise and drop-ship merchandise. Does member and nonmember lookups in proprietary software, creates nonmembers customers in proprietary software and creates orders for sales done over the counter. Process monetary transactions of cash, checks and credit cards.

Pull merchandise from inventory list, price and pack for State conventions and conferences, and National Convention.

Assist in annual inventory, and organizing and maintaining warehouse.

Assist the Warehouse Supervisor with the training of new and temporary employees.

All other duties as assigned.

**NATIONAL HEADQUARTERS**

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## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

Position requires basic general education level and understanding of warehouse environment and equipment, or experience in related field.

Strong math skills to count merchandise and process monetary transactions accurately.

Knowledge of a Microsoft Windows OS and proprietary software and shipping software helpful.

Analytical skills needed to handle counter orders with cash, check and credit cards. To sort through the shipping tickets for shipment that day looking for duplicate orders, duplicate products on an order and incorrect or incomplete shipping addresses.

Attention to detail is needed to verify accuracy of customer orders shipped out and accuracy of order received from vendors.

Must be able to operate electric and manual pallet jacks, or other equipment to load, unload, transport and store merchandise.

Good physical condition to navigate in a fast paced warehouse environment, packing and shipping, moving merchandise, lifting up to 100 pounds and operating equipment.

Interpersonal skills needed to handle walk-in customers and VFW Tour groups, and in interacting with others in the warehouse to maintain a cohesive workflow.

## **SCOPE OF POSITION:**

Reports directly to the Supply Department Warehouse Supervisor. Has no supervisory responsibilities.

Operates within established guidelines. Plans and prioritizes own work on a daily basis.

Typical decisions would be to determine the proper method of shipping of a customer's order according to standard guidelines.

Typical problem solving would be determining the correct address to ship merchandise, when the order has multiple shipping addresses, or overseas address.

Personal contact with walk-in customers and VFW tour groups 10% of the time and contact with others employees 90% of the time.

Position has a financial impact on VFW by correctly choosing the most economical and appropriate method of shipping, accurately processing/packing orders and receiving orders, handling of cash, checks and credit cards.

Position has significant impact on the overall success of the Emblem and Supply department, as shipping merchandise incorrectly results in additional work for customer service, return shipping costs, reshipment costs, damaged or lost merchandise, missed deadlines, and the potential loss of a dissatisfied customer.

**WORKING CONDITIONS:**

Heavy lifting is required 25% of the time, with boxes weighting up to 100 pounds.

Operate equipment, moving of bulk merchandise on pallets weighting more than 1500 pounds with electric and hydraulic jacks.

Standing and walking on concrete floors 100% of the time. High noise levels from engraving machines 60% of the time.

Travel may be required for National Convention once a year for 5-10 days.

**MAJOR ACCOUNTABILITIES:**

Ensure customers' satisfaction in receiving their order correctly and in a timely manner; by properly picking, packing and shipping to the customer, using the most economical shipping method.

Ensure that inventoried merchandise received is correct in quality and quantity, and notify the Warehouse & Technical Operations Supervisor of any discrepancy.

Ensure all merchandise is properly placed in the bulk and shelf stock area and maintain a clean and orderly warehouse.

Provide a positive and helpful experience to walk-in customers and VFW tour groups with their purchase or order; appropriate handling of cash, checks and credit cards for orders, and accurately entering orders in the proprietary software for sales and inventory control.

The above duties are general in nature and are not intended to reflect all of the duties which may be required of the incumbent.

\*This position is not eligible for relocation assistance. \*