

Etna Shared Services
Job Description Title:
**Warehouse/Shipping/Counter
(Branch Operations)**

Reports To: Branch CEO
Department: Operations
FLSA Classification: Non-Exempt

Job Summary:

Order pulling, packaging, assembly, and loading of accurately picked orders for delivery. Receiving, stocking, verifying, and locating of all incoming materials. Servicing customers at the sales counters, including but not limited to: entering orders, pricing, purchasing product, and picking and packaging of orders for customer pick-up.

Essential Duties and Responsibilities:

These include the following and other duties may be assigned.

- Understand the layout of the warehouse/yard and bin location system, as well as the different types of product Etna stocks.
- Maintain and build business relationships with customers.
- Service counter customers needs through entering sales orders, expediting b/o's, purchasing, and/or transferring special order or non stock items.
- Maximize counter sales.
- Gather materials/products in the warehouse and/or yard to package/assemble for shipment and counter pick-up.
- Mark all products for delivery with customer's name and carton count.
- Sign, date, and completely fill out all shipping documents/freight bills.
- Assist in the upkeep and general housekeeping of the warehouse/yard/counter.
- Inspect and verify all incoming material for correct address, location branch, damage, and freight bill count.
- Prevent stocking errors and inventory discrepancies through the use of RF scanning and bar code label equipment, and PO receiving documents.
- To avoid stock-outs, report all "low stock status" products to the Inventory Control person.
- Keep, record, and file accurate receiving records, as well as freight claim and RGA documents.
- Meet expectations for attendance and punctuality.
- Follow all safety policies, procedures, and rules.

Supervisory Responsibilities:

- None

This job description reflects management's assignment of essential function and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time.

Knowledge, Skills, and Abilities:

- Must possess Plumbing/Waterworks knowledge with an understanding of product application.
- Maintain professional image as a representative of the company.
- Effective customer service skills.
- Effective computer skills.
- Ability to successfully complete requirements to drive a hi lo.
- Ability to communicate effectively in verbal and written form.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Basic adding, subtracting and division skills.
- Ability to operate standard office equipment.
- Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.

Education and/or Experience:

- High school diploma or equivalent.
- Background in Plumbing/Waterworks industry.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to talk and hear.
- Regularly required to walk; use hands to finger, handle, or feel; and reach with hands and arms.
- Frequently lift and / or move 50 pounds and occasionally lift and / move up to 100 lbs.
- Specific vision abilities required by this job include far vision, and the ability to adjust and focus.
- Exposure to moving mechanical parts, outside weather conditions and vibrations.
- Work performed in both office and warehouse setting.
- The noise level in the work environment is moderate.
- Pass substance abuse screening.

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