

# Flyin' Mia

## POSITION DESCRIPTION

**Position Title:** Shipping Clerk  
**Exemption Status:** Non-exempt  
**Incumbents:** Makayla Darnall, John Kautz  
**Starting Wage:** \$16.50/hr.

**Telecommuting Eligible:** No  
**Full or Part Time:** Full time  
**Supervisor:** Beth Thompson  
**Hours:** 7:00am – 3:30 pm

**General Statement of Duties:** Work under tutelage of Shipping Manager. The main job duties are to stock inventory, count inventory, assemble product, pack orders for pickup by UPS, FedEx or USPS and close out orders at the end of the business day.

### Principal Duties

#### **Assist Shipping Manager with shipping & assembly processes.**

- ✓ Enter received products in applicable Warehouse area.
- ✓ Print orders and pull product(s) from applicable Warehouse area.
- ✓ Ensure pulled orders are checked by two individuals for domestic shipments and by three individuals for international shipments.
- ✓ Pack products into appropriate boxes for applicable shipping service (e.g., UPS, USPS, FedEx, freight shipment) and log customer/shipping data into applicable software (e.g., World Ship, Stamps and Ship Station).
- ✓ Add prioritizing tasks based off of tier system as it relates to a sense of urgency and knowing what orders have priority in Assembly and Magento.
- ✓ Process end-of-day paperwork.
- ✓ Process order cancelation requests from CSRs.
- ✓ Approve orders, ensure accuracy given for address information, give to CSRs when there is a discrepancy, give to CSRs when APO/FPO approval.
- ✓ Prepare, assemble and box products that are transitioning from MOM to Magento inventory.
- ✓ Advise S&A Manager when shipping supplies need to be ordered.
- ✓ Answer emails to shipping@ & assembly@.

#### **Assist Shipping Manager with inventory control.**

- ✓ Inspect inventory for quality control.
- ✓ Provide adjustments to Statistical Assistant as needed.
- ✓ Count inventory monthly.

#### **Assist Shipping Manager with preparation of paperwork upon request. \*\***

- ✓ Prepare appropriate paperwork for international customers and for freight shipments.
- ✓ Initiate tracers and claims on lost or damaged shipments; prepare and submit appropriate paperwork timely.
- ✓ Answer emails addressed to "shipping@flyinmiata.com" in the absence of the S&A Manager.
- ✓ Arrange freight shipments to and from Flyin' Miata using UPS, Fed Ex, USPS or Freightquote.com.

**Miscellaneous**

- ✓ Assist with pre-event preparation for Miata events as needed.
- ✓ Enter weights and dimensions of new products into the system.
- ✓ Clear debris from shipping office on a daily basis at the end of the day.
- ✓ Sweep clean work area daily.
- ✓ Train Shipping Assistants to perform all tasks mentioned in this job description other than the item indicated with two asterisks (i.e. \*\*).
- ✓ Order shipping supplies after receiving information from S&A Manager.
- ✓ Tear down boxes for recycling purposes on an as-needed basis.
- ✓ Other duties as assigned.

**Education**

- ✓ High school graduate or equivalent.

**Experience Preferred**

- ✓ A minimum of three years of warehouse experience is preferred.
- ✓ A minimum of three years of experience in shipping/assembly/inventory control preferred.

**Skills Required**

- ✓ Must be able to communicate well, both verbally and in writing and to clearly write and speak English.
- ✓ Must be detail oriented, have excellent analytical and troubleshooting skills to professionally resolve problems.
- ✓ Must have the ability to deal with multiple priorities and effectively make professional decisions in a timely manner.
- ✓ Must be computer literate & be able to learn new software as assigned to perform job duties.
- ✓ Must be able to work independently and also within a team environment.

**Typical Physical Demands**

- ✓ Must hear effectively for telephone communication and to share information with co-workers.
- ✓ Must see the computer screen and to identify appropriate software programs.
- ✓ Must see to verify materials printed from the computer, to review data, to record, prepare and communicate appropriate reports.
- ✓ Requires eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopier, telephone and other office equipment.
- ✓ Must lift and carry product up to 50 lbs. as needed for the day-to-day operations of the warehouse.
- ✓ Must have the mobility of reaching, bending, twisting, stooping and stretching to perform tasks in an office and warehouse environment.
- ✓ Requires prolonged sitting & standing, and frequently is required to work standing on a cement floor.

**Typical Mental Demands**

- ✓ Must understand vague and implicit instructions.
- ✓ Must react favorably in all work situations.
- ✓ Must be mentally adaptable and flexible in dealing with a variety of people.
- ✓ Is frequently called upon to handle challenging situations.
- ✓ Must communicate verbal feedback in a professional manner.
- ✓ Must resolve problems, handle conflict and make effective decisions under pressure.
- ✓ Must work quickly and efficiently under pressure to meet deadlines or other time-bound events.

**Other Requirements**

- ✓ Must have a valid forklift operator's certificate (which FM can facilitate as needed).
- ✓ Must have a valid driver's license and have own transportation that may be used in completing the work duties.
- ✓ Employer will provide reasonable accommodations to employee, upon written request, to perform essential functions of the position.
- ✓ Requires acknowledgement and participation with all provisions of Flyin' Miata's Employee Manual.

**Working Conditions**

- ✓ Will work in typical office, warehouse and shipping/receiving environments.
- ✓ Must be able to work flexible hours as the business dictates.