



POSITION DESCRIPTION

Position Title: Shipping Clerk
Position Location: CMP South, 1470 Sentinel Drive, Anniston, AL 36277
FLSA: Non-Exempt
Reports To: Distribution Supervisor

Position Summary:

Performs warehousing duties, and process shipping orders for all categories of items. Assists in the CMP Retail Stores. Work is performed under the technical supervision of a supervisor who issues general work assignments and explains major changes in procedures. Employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers unfamiliar situations not covered by instructions to the supervisor. Work includes a variety of detailed tasks that are clear-cut, directly related, and concerned with inventory, warehousing and shipping operations. Work is based on results achieved including the meeting of schedules, and priorities, orderliness of packing area, and customer service effectiveness. Work includes a variety of detailed tasks that require an in-depth knowledge of CMP operations, sometimes directly, and indirectly related. Exposed to oil and grease when handling rifles, and parts. Frequently exposed to the possibility of minor cuts, and bruises from sharp edges of metal.

Position Responsibilities:

The responsibilities of the position include: (Other duties may be assigned)

- Receives pick tickets for rifles, parts, ammunition, and other categories of items.
- Selects items for shipment.
- Inputs shipping information into CMP operating system and FedEx / postal systems.
- Packages and labels outgoing cartons.
- Contacts customers to resolve problems.
- Contacts FedEx to resolve problems.
- Responds to customer inquiries, by telephone or emails.
- Answer incoming calls to assist customers/coworkers.
- Performs inventories counts and serial number verification. Will assist in checking in rifles and other items that are received into our warehouse.

- Assists in loading, unloading, storage, inventory, and other warehouse operations.
(Includes: inventory counts, receiving inventory, checking in rifles, keeping warehouse clean/organized)
- Operates forklift/manual pallet jack or other equipment when necessary
- Works in CMP retail stores issuing customers the items that were purchased for that day.
- Packs 30 rifles a day, along with making supplies for the packages to be shipped.
(Includes: rifle boxes with foam, rifle packets, rifle cases/ rifle box, paperwork)
- Packs out 10 Parts/Memorabilia orders a day, along with making supplies for the packages to be shipped and processing the paperwork.
- Ships out all other items that are received from other buildings. Exchanges/Direct Exchanges/Ready to Ship/Custom Shop/Navy Awards/Auctions Orders/Non-Deliverables/TMP.
- Ships rifles for the Ceremonial Rifle Program and process the paperwork.
- Ships out empty rifle cardboard boxes for the Tacom Rifle return program for High Schools/Colleges.
(Rifle boxes will have to be made and grouped together for shipment along with the paperwork)

Education Requirements:

High School diploma or two years employment performing warehouse and clerical duties.

Position Qualifications:

- High School diploma or two years employment performing warehouse duties.
- Training in the use of a computer or terminal operations, clerical duties.
- Required to always wear safety shoes.
- Being able to do variety of specific detailed tasks that are clear-cut, directly related, and concerned with warehousing and shipping operations.
- Having legible handwriting, when writing down serial numbers.
- Have good communication skills to interact with other staff members, vendors and customers.
- Being able to interact with our customers in person, phone, or email to resolve issues.
- Being able to communicate via phone with FedEx representatives to resolve issues.
- Being able to stand in one place on concrete flooring, and frequently bending and walking within the warehouse and to the front of the building to the Retail Store.

- Being able to lift items that are 1-30 lbs with occasionally lifting items weighting up to 50 lbs with assistance of carts and other employees.
- Work in a warehouse environment where it is well lighted, ventilated with heating in the winter months, and with large water cooler fans in the summer months, with air conditioning/heat in the shipping room.
- Ability to select correct items for shipping, inputting the correct information into the computer terminals, and to determine the best method of packaging the item.
- Ceritifed as a forklift operator.