



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

SHIPPING & RECEIVING CLERK

A Classified Position

[Grade 15 – Salary Schedule 60](#)

A. General Statement

A Shipping & Receiving Clerk performs clerical work involving receiving, sending and delivering mail, parcels, supplies and equipment for a college warehouse operation. Under general supervision, the employee has responsibility for receiving, stocking, storing, and delivering incoming mail, parcels, equipment, and supplies and for maintaining required documentation. The employee is responsible for working with outside vendors to schedule deliveries to the campus. The employee is also responsible for making sure there is adequate budget at all times for college mailings. Public contact is extensive, primarily involving faculty and staff, postal service employees, shipping and logistics vendors, and other vendors for the purpose of exchanging procedural information related to shipping, receipt, timelines and purchasing resources. A moderate degree of independent judgment and creativity is required to resolve frequent minor and occasional major problems that arise. Consequences of errors in judgment can be costly in employee time and in materials; however, supervisory controls limit the risk of serious consequences. A Shipping and Receiving Clerk can lead the work of student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with faculty, staff, shipping and logistics vendors, postal service employees and others regarding shipping deadlines, methods of packaging, timelines for delivery, weight and postage, pickup and delivery specifications, special mail handling, sorting changes and packaging, shipment quality and returns, discrepancies in shipments and invoices, and other procedural information
2. Confers with staff regarding postal regulations, District delivery policies and procedures, quality of customer services, and related matters
3. Prepares supplies and other materials for shipment by packing and addressing parcels, completing processing for freight shipments, and documenting both online and manually such information as quantity, invoice numbers, prices, and other information
4. Receives deliveries from other campuses and outside vendors

5. Drives a motor vehicle to pick up and deliver mail, parcels, equipment, supplies, and other materials
6. Follows a schedule of mail pick-up and delivery, following specific routes and timelines, as well as makes special off-schedule deliveries and pick-ups as assigned
7. Organizes, sorts, and bindles mail, parcels, and other materials
8. Issues and receives receipts for special handling and regular mail, including proof of mailing and delivery
9. Operates postal machines and scales
10. Uses a database and computer software to enter, modify, and retrieve routine data as assigned
11. Sets up and maintains routine communication with supervisory and other staff
12. Sets up and maintains routine files and supplies
13. Leads the work of student assistants as assigned
14. Performs other related duties as assigned

C. Requirements

1. Graduation from high school and college courses in business administration, office administration, or a closely related field
2. Successful complex clerical experience of increasing responsibility that has included shipping and receiving of parcels and the ability to meet deadlines
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Demonstrated skills in communicating respectfully and sensitively with people who are diverse in their cultures, language groups and abilities
5. Demonstrated oral and written communication skills
6. Experience with the organization and maintenance of electronic and manual files and records
7. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
8. Demonstrated skill in working as part of a customer service team
9. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations as required
10. An impeccable driving record

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires visual comparison and acuity; attention to details; good memory; ability to give and follow concise instructions; moving objects of moderate to heavy weight, including floor to ceiling movement; pushing, pulling, reaching overhead; kneeling, crawling, bending, stooping; exposure to outdoor climates, fumes, dust and odors; patience and tact; flexibility and adaptability; and climbing up and down ladders of varying heights, in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of shipment and postal regulations for bulk mailing and items of varying weights
2. Knowledge of standard mail and postage rates, procedures, and equipment

3. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
4. Skill in safe handling and movement of moderate to heavy items, including available safety equipment
5. Skill in memorizing department and individual names and locations, streets, and mail service locations
6. Skill in oral communication
7. Skill in written communication
8. Skill in training and leading the work of others
9. Skill in the use of a computer to enter, modify, and retrieve routine data
10. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
11. Ability to coordinate, anticipate, and resolve workload issues and problems
12. Ability to work effectively as part of a customer service team

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