JOB DESCRIPTION

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| **TITLE:** | Warehouse Administrator 1, 2, 3 | **DATE:** | 9/2016 |
| **REPORTS TO:** | Dealer Services Manager | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | No |

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**SUMMARY**

Responsible for all Warehouse Operations administrative activities for Service Operations. Responsible for all warehouse transactions into the business system, for receiving, locating, storage and pulling of product for the Service Operations warehouse. Works regularly with warehouse, office and management staff. Will be required to communicate effectively, be technically proficient and able to accomplish time-sensitive tasks, promptly and on time. Must remain calm under pressure, multi-task, and effectively problem-solve. A very high level of accuracy and commitment is required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Receives all inbound shipments into database system.
* Creates warehouse tags for pallets/cartons/pieces received into the Service Operations warehouse.
* Handles the packing list and/or bill of lading for all product received into the warehouse.
* Accurately documents any exceptions to the receipt of product, within 24 hours or before (damage shortages, overages, etc.).
* Uploads clear, accurate pictures associated with damage, into database.
* Communicates any receiving issues and/or discrepancies to the Installation Coordinator and team.
* Scans all packing lists/BOL into database and updates the naming convention.
* Attaches the receiving packing list/BOL to the assigned project in database.
* Updates pallet locations in database.
* Changes status in database, as required. (ie: Pending AX receiving, product pulled, etc.)
* Allocates warehouse receiving time against the project documented on the packing list or BOL.
* Researches unknown shipment receipts in database and works closely with the Receiving Coordinator and/or Installation Coordinator, if unable to resolve.
* Provides photo of unknown shipping label and item, and documents in database.
* Receives product pulls for project deliveries.
* Prints pull request containing the locations, number of pallets, product and any partial pull documents.
* Reviews and prints load plan, when required.
* Allocates outside expenses, of the project, to job costing in database.
* Receives and supports the processing of product returned from the field.
* Creates/updates inbound shipments for RTW (Return to Warehouse). Notifies Installation Coordinator, as needed, if there are issues or discrepancies.
* Creates warehouse tags for returned product and updates location of product in database.
* Proficient with database processes and usage.
* Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This position has no direct supervisory responsibilities.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION, SKILLS and/or EXPERIENCE**

**Warehouse Administrator 1** - Requires a high school diploma or GED and up to 2 years of related experience;or equivalent combination of education and experience. Has knowledge of commonly-used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel. Attention to detail, highly organized, multi-tasking, continuous follow through, keen ability to research and learn new things, excellent written and verbal communication skills.

**Warehouse Administrator 2** - Requires a high school diploma or GED and up 2-5 years of related experience;or equivalent combination of education and experience. Familiarity with standard concepts, practices, and procedures within field. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel. Attention to detail, highly organized, multi-tasking, continuous follow through, keen ability to research and learn new things, excellent written and verbal communication skills.

**Warehouse Administrator 3** - Requires a high school diploma or GED and at least 5 years of related experience;or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel. Attention to detail, highly organized, multi-tasking, continuous follow through, keen ability to research and learn new things, excellent written and verbal communication skills.

**LANGUAGE SKILLS**

Ability to fluently speak and understand English. Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, technical procedures, and/or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS** *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.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel and to operate a computer keyboard, mouse, and telephone keypad. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and occasionally to taste or smell. The employee may frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and moving mechanical parts. The noise level in the work environment is usually moderate.

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