



BOOKSTORE SHIPPING AND RECEIVING ASSISTANT

DEFINITION

Under general supervision, performs a variety of shipping and receiving activities in support of the College bookstore including the receipt, inspection, storage, shipping, and delivery of books and merchandise to appropriate departments; provides direction and training to student workers; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Bookstore. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification that performs the full range of duties as assigned including receiving, tracking, storing, and delivering books and merchandise. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Oversees and participates in the receipt of books, mail, and general merchandise; verifies incoming shipments and mail orders for appropriate quantity and quality against invoices and purchase orders; inspects shipments for damage; notifies vendors of shortages or damages; enters receiving data in computer system.
- Oversees and participates in the processing of returns by verifying quantities, completing required paperwork, and posting charge backs for returns.
- Assists in overseeing shipping activities by working with various vendors.
- Receives and processes customer claims for and traces lost shipments; initiates proof of delivery documents.
- Operates a variety of material handling equipment including dollies, pallet jacks, and forklifts; loads and unloads books, supplies, and merchandise; travels to various College offices to deliver requested supplies.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Maintains cleanliness, security, and safety of assigned work area.
- Schedules and coordinates maintenance of department vehicles.
- Remains current with changes in postal regulations and shipping charges.
- Provides direction, training, orientation, and guidance to assigned student workers; plans, schedules, prioritizes, and assigns work; explains and provides guidance on College policies and procedures; and reviews and controls quality of work.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of a shipping and receiving program.
- Basic record keeping principles and procedures.
- Basic mathematical principles.
- Principles of providing functional direction and training.
- The operation and maintenance of a variety of equipment used in shipping and receiving work.
- Safe work practices, including safe driving rules and practices.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Perform detailed shipping and receiving support work accurately and in a timely manner.
- Operate a variety of material handling equipment in a safe and effective manner.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Maintain accurate databases, records, and files.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Perform arithmetic computations accurately.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience working in a shipping and receiving facility.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a valid forklift certification by time of appointment.

PHYSICAL DEMANDS

Must possess the mobility and physical strength and stamina to perform light to medium physical work, to operate material handling equipment, and to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone or radio. The job involves frequent walking in operational areas to perform assigned work. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 70 pounds or heavier weights with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in a warehouse environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-41

FLSA: Non-Exempt

EEO Code: H-40

Board Approved: April 2021