



Shipping Clerk            Contact/Information: Pauline Jurina - paulinej@crookham.com

Status: Part Time/Full Time/Seasonal (has flexibility)

Position Summary: Plays an important role in the success of our business. Keeps detailed records of incoming and outgoing shipments. Works closely with management by creating reports and actively monitoring inventory while keeping precise records.

#### Essential Duties and Responsibilities:

- Prepare export and domestic shipment documents for all products.
- Collaborates and communicates effectively with employees, customer service representatives, and service providers.
- Tracks, traces, and updates the status of outgoing shipments.
- Maintains accurate logs of daily shipments, scanning inventory, and counting accurately.
- Provides additional backup support for shipping and receiving departments.
- Engages with vendors and customers with a positive attitude.
- Maintain files of goods shipped and prepare reports.
- Accurately package, label, and weigh items to be shipped and ensure proper shipment method and shipping charges.
- Troubleshoot shipping issues and customer complaints.

#### Technical Skills:

- Strong organizational and communication skills
- Detail-oriented and multitasking skills
- Ability to meet deadlines, to act professionally and with integrity, and to work effectively under pressure
- Solid experience with software such as (Microsoft Word, Excel, Outlook)
- Exemplary customer care skills
- Good analytical and problem-solving skills
- Ability to lift to 25 lbs.

#### Experience:

- 2-5 years of related experience

#### Education:

- High School Diploma or equivalent