**Warehouse Rep** 

# **Job description**

**SUMMARY**

Responsible for tracking administrative tasks within a warehouse  
environment. Handles work orders and customer accounts as necessary.  
Coordinates processing of equipment and materials. Ships and receives  
packages and inventories equipment and materials.

**RESPONSIBILITIES**

* Coordinates and oversees the inspection, preparation, and distribution  
  of customer equipment, including conducting initial inspections, moving  
  and organizing equipment in and out of the warehouse, issuing equipment  
  to field personnel, and assisting in inventory reconciliation.
* Handles shipping and receiving responsibilities such as packing and  
  preparing items for shipment, loading and unloading trucks, and  
  inspecting and documenting received materials.
* Conducts regular equipment inventory counts and generates and submits  
  appropriate reports.
* Accurately inputs CPE and inventory transactions into appropriate  
  databases, spreadsheets, billing systems, and/or information management  
  systems.
* Performs exceptional customer service to internal and external  
  customers.
* Regular, consistent and punctual attendance. Must be able to work  
  nights and weekends, variable schedule(s) and overtime as necessary.
* Other duties and responsibilities as assigned.

**NECESSARY SKILLS**

* Proper phone etiquette;
* Ability to speak and write clearly and accurately;
* Demonstrated proficiency in typing and grammar;
* Knowledge of relevant software computer applications and equipment;
* Knowledge of customer service principles and practices;
* Effective listening skills;
* Willingness to co-operate with others and work to the greater good;
* Multi-tasking capabilities;

**COMPENTENCIES**

* Exemplary Attendance and Punctuality
* Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
* Focuses and guides self and team members in accomplishing work objectives.
* Interacts with others in a way that gives them confidence in one’s intentions and those of the organization.
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.
* Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
* Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
* Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
* Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.  Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
* Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
* Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

This job description is subject to change at any time.