

**QUEEN'S UNIVERSITY SUPPORT STAFF  
POSITION SUMMARY**

DEPARTMENT: Materials Management, Queen's School of Business

POSITION NUMBER: 00500831

INCUMBENT:

TITLE: Shipping & Receiving Clerk

GRADE: 4

**JOB SUMMARY:**

The Materials Management department is a critical service provider for all academic programs, executive education programs, departments, and centres at Queen's School of Business. It operates a fully-equipped print production facility, with state-of-the-art production equipment, including digital production printers (both colour and black and white), coil binder, paper cutter and laminator. The department is also responsible for the shipping, receiving and mail distribution functions for Queen's School of Business as well as the case package sales for the Commerce program.

Working in this service department, the Shipping & Receiving Clerk is responsible for receiving shipments and mail for Goodes Hall, including verifying contents of shipments specifically for the Materials Management department. The Shipping & Receiving Clerk informs recipients when shipments arrive and ensures all packages are available for pick up or delivery in a logical, organized holding space. The incumbent performs other administrative and clerical tasks as required, and provides general support to the Materials Management department. This position reports to the Production Manager, Materials Management.

**KEY RESPONSIBILITIES:**

- Responsible for mail distribution for Queen's School of Business. This includes receiving and sorting incoming mail, delivering mail throughout the building, and prepping outgoing mailbags.
- Determine recipient when there is incomplete or inaccurate address information.
- Maintain a logical storage system and sort incoming shipments into appropriate holding or storage spaces to facilitate delivery and pick up.
- Verify orders received for the Materials Management department against packing slips. This includes orders of textbooks, paper, binders and boxes.
- Maintain accurate inventory records for the Materials Management department.
- Arrange for shipment and distribution of material out of the Materials Management department. This includes communicating to QSB staff about pick-ups and deliveries to/from program locations outside of Goodes Hall.
- From time to time, expected to deal with very large or heavy items. A variety of trolleys and carts are available at the loading dock to facilitate moving items from dock to holding or storage space.
- Act as a point of contact for any courier service deliveries throughout the building which may require limited access.
- Suggest and implement improvements to shipping and receiving process.
- Maintain a clean and safe work environment.
- Assist QSB Facilities Assistant and other staff with classroom set up and tear down, and movement of equipment and furniture.

- Other general office and administrative tasks as delegated or required, including ordering office supplies, forming boxes for mail outs, and assisting and performing Production Assistant duties as necessary.

**REQUIRED QUALIFICATIONS:**

- One year post-secondary training, preferably in office administration
- Previous experience in an administrative/customer service environment
- Consideration will be given to an equivalent combination of education and experience
- Experience in a shipping/receiving environment will be considered an asset

**SPECIAL SKILLS:**

- Interpersonal and communication skills (both verbal and written) to deal with a wide variety of individuals and to provide clear and accurate information
- Computer and office skills, including proficiency with word processing, spreadsheet and database applications, as well as an ability to learn new software. Exposure to the Web will be considered an asset
- Service-oriented perspective
- Organizational and time-management skills. Ability to maintain focus even under pressure and with frequent interruptions. The loading dock is a busy area, and attention must be given to clearing incoming and outgoing packages off the dock in a timely manner
- Problem-solving skills with an ability to know when to refer problems to others
- Attention to detail and accuracy
- Ability to work under time constraints and meet deadlines
- Positive attitude and commitment to working as part of a collaborative environment
- Ability to manoeuver large and heavy items

**DECISION MAKING:**

- Prioritize work and time and decide which is the most important task among several
- Respond to general inquiries, and provide reasonable answer, or a means to find an answer if necessary. Redirect to more senior staff or other individual if required
- Decide how to distribute information, what method to use, and where to send it

**SIGNATURES:**

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date: