

Classification Specification: Shipping & Receiving Manager

Classification Number: 14132 Pay Grade:
Effective Date: December 1, 2016 Current Exemption Status: Nonexempt

Position Summary

Responsible for all shipping & receiving functions. Oversees daily operations and order fulfillment of online orders for all BGSU students (replacing the in-store customer purchase option) for the Bookstore on the BG Campus. Processes orders (e.g. ecommerce) from initial download to transaction processing, & input into package tracking system, coordinate with multiple campus and outside partners, schedule LTL shipments, order shipping supplies, check in & disperse shipments, verify purchase orders/pack lists, file shortage/damage/error reports, track shipping costs & meeting with carrier reps to negotiate discount terms for freight charges. Prepare & analyze freight reports, determine pricing for shipping charges to customers. Interview, hire, schedule, train, and supervise student staff. Move, assemble, and store fixtures, audit cycle counts, & various other duties. This position is also part of the Bookstore Manager on Duty rotation which involves overseeing the day to day operations of the Bookstore including opening & closing, safe counts, trouble shooting, & ensuring sales floor coverage as well as providing customer service in person & by phone.

Essential/Primary Duties

- Manages order fulfillment (e.g. e-commerce) for the Bookstore on the BG campus for both immediate shipment and in-store pickup. Use software for e-commerce and package distribution, transaction processing, downloading and processing order. Coordinates with other departments to fulfill order needs and problem solve. The position works with administration to implement enhanced processes, developing and updating operational procedures.
- Serves as manager on duty on a rotating basis. May open/close store. Coordinates some supervisory activities, which may include background checks, safety and security, daily sales reconciliation, scheduling, performance evaluations and staff training and functional guidance. Oversees large student support staff and student managers.
- Retrieve advance ship notifications, track shipments, manually load and/or unload trucks. Enter resale merchandise, verify purchase orders/packing lists, file damage/shortage reports, keep accurate log books for all incoming department supplies. Check in merchandise & distribute to appropriate departments or building. Resolves vendor shipping errors, scanning problems, and/or analyze freight expenses. Collects freight quotes and tracking issues. Resolves receiving problems.
- Process vendor returns by comparing items to chargeback paper work, weighing items to tender by weight, documenting all merchandise information from title/description to weight, identifying numbers & price, comparing chargeback to count sheets, reconciling totals. Creating custom invoices for international shipments. Compare freight prices and schedule shipments. Pack boxes to prevent product damage, palletize & shrink wrap shipments, and maintain accurate tracking logs of all outgoing shipments. Track returns to ensure returns deadlines are met and to obtain proof of delivery to obtain proper credit for returns
- Analyze freight costs, resolve carrier issues, & monitor fuel surcharge increases; schedule LTL shipments; create spreadsheets to track customer shipping costs & analyze to determine shipping charge adjustments; schedule fixture storage/transport, assemble & move fixtures, palletize items for storage; audit cycle counts and audit counts during annual inventory.

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Experience and Education

Experience

- One year – two years of related experience required

Education

- High school diploma or GED required
- Must have and maintain a valid drivers license and be insurable under the University Insurance

Physical Requirements

Heavy work: frequently working in difficult work positions and/or with physical demands such as continuously lifting/moving materials greater than 50 pounds

Working Conditions

Work is generally performed in an environment with exposure to somewhat disagreeable or hazardous conditions.

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence
- Knowledge of basic science and scientific methods

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

Cashiers and other staff

Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.