

# JOB DESCRIPTION

**JOB TITLE: Lead Shipping/Receiving Associate**

**Classification: Non-Exempt**

**Status: Full Time**

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## **POSITION DESCRIPTION:**

This role is primarily responsible for packaging orders, shipping orders, and replying to customer inquiries about their orders. This role is required to pack and ship a wide variety of orders from single product, high volume orders the size of an apple, to very large complex freight orders with hundreds of individual parts. The person in this role will always be looking for, suggesting, and implementing the most efficient way to ship our products. The person in this role will rotate through work cells and work independently from start to finish to produce shipments and customer responses that meet the quality standards of Escape Climbing.. This role is also responsible for identifying opportunities for improvement in the assigned department.

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## **POSITION RESPONSIBILITIES:**

- Check new orders and prioritize critical tasks for each day
- Perform routine maintenance and 3S activities in the department
- Actively seek ideas for problem-solving and improvements
- Cross-train in order to rotate through work cells
  - This includes but is not limited to running power tools, and working in production roles as needed
- Inspect at each step of the process
- Reply to or forward customer inquiries the same day they are received
- Recognize defects and stop and fix where appropriate

### *Shipping Department:*

- Count and pack products
- Organize and sort products into orders
- Palletize, crate, and hire freight shipments
- Process orders through Shopify, Amazon, Ebay, Amazon, and other sales channels
- Utilize multiple shipping softwares to ensure the best rates for our customers
- Conform to and maintain or unique shipping practices, principles and aesthetics
- Maintain on-time delivery standards and communicate when they will be missed

All employees are expected to be available to help in any position when needed.

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## **REQUIRED EDUCATION/EXPERIENCE:**

- High school diploma or equivalent
- 2 Years experience in a commercial shipping environment

## **DESIRED EXPERIENCE**

- Experience with LEAN continuous improvement techniques and activities
- Experience in manufacturing or similar fast pace/high performance environment
- Experience with indoor climbing gyms and equipment
- Experience using power tools such as belt sanders, drills, saws, pneumatic tools and/or related tools.

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\_\_\_\_\_ *employee initials* \_\_\_\_\_ *date*

**MENTAL & PERFORMANCE JOB REQUIREMENTS/ESSENTIAL FUNCTIONS:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Ability to work quickly and efficiently with a high level of quality
- Ability to work as an integral part of a team and maintain cooperative working relationships with co-workers.
- Ability to exercise independent judgment and make decisions.
- Ability to understand direction and adhere to established procedures.
- Ability to recognize quality control issues and take appropriate action.
- Ability to maintain regular attendance and be punctual whenever scheduled to work
- Ability to work independently and identify potentially more effective methods of work operation.
- Ability to adapt to frequent changes in workload and sustain attention when distractions and/or interruptions arise.

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**PHYSICAL JOB REQUIREMENTS/ESSENTIAL FUNCTIONS:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Ability to use the workstation tools: industrial stationary belt sanders, drill press, right angle die grinder, air blow gun, cordless hand drill/impact driver, bent nose pliers, computer/scanner and other essential tools in the workstation.
- Ability to grip and process both our small and large climbing products, and move those products both from and below the waist, and from and above the shoulders, and through abduction/adduction.
- Ability to repeatedly twist, reach, bend, lift, pull, and grasp to and from full extension of the arms and back.
- Ability to grasp and hold parts steady while applying a force of 5 to 25 pounds to sanding and drilling machines consistently throughout full shifts (8 or more hours).
- Ability to clean products with an air blow gun.
- Ability to round any sharp edges with a right angle die grinder.
- Ability to stand for full shifts (8 or more hours).
- Ability to regularly lift up to 50lbs.
- Ability to visually inspect every product and identify quality control issues according to our standards.
- Ability to wear required PPE, including but not limited to, a N95 mask, ear protection, long sleeves, and eye protection for full shifts (8 or more hours).
- Ability to work in a manufacturing facility that uses chemicals, creates dust, and produces noise.
- Ability to crosstrain and use tools in other departments such as dispensing machine, pallet jack, hand tools, hydraulic press, handheld orbital sander, chop saw, router, etc as other production needs arise.

*This job description and its requirements will change over time as we integrate new technologies, processes, and products. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

\_\_\_\_\_ employee initials \_\_\_\_\_ date