

Customer Service Shipping Clerk

The Company

Here at Encore Glass, we are dedicated to providing the best service and highest quality products in the industry. Forty plus years ago, we began sterilizing and recycling bottles for Northern California wineries (letting the bottles perform an 'encore'). As we learned more about the needs of the vintners we serve, we expanded to import and distribute glass and expanded to offer services like custom printed boxes, decorated bottles, and custom molds. Millions of cases later, we are still led by the same family and the same values for our customers and our employees.

We empower you to make decisions and seek out the information necessary to provide exceptional service to our truck drivers and forklift drivers . If you are looking for a role where you get to think fast on your feet, juggle multiple priorities at once and take ownership of your job responsibilities, this is the place for you!

What you will be doing/The Role:

Because of the breadth of the role, strong attention to detail and adherence to process and procedure are essential for all applicants. This position involves critical thinking, flexibility, a strategic mindset and the ability to shift priorities quickly as they change from hour-to-hour. Your proactive approach, athleticism and strong organizational skills will help you to be successful in this role.

- Maintain all paperwork and records related to internal special projects and outbound shipping operations.
- Maintain computer-based tools such as the outbound load manifest with timely and accurate status information from picking to pre-load or shipment.
- Communicate with carriers and their drivers during regular operation at the check in/out window or via email to direct load activities and dock assignments. Act promptly and relay necessary information to relevant teams as problems (i.e. delays or trailer rejections) arise.
- Maintain high quality standards to serve as last line of defense as product leaves the building for our customers.
- Manage information collection and publication deadlines for multiple daily action items such as driver sign out sheets, picking and shipping manifests, orders not shipped announcements, and end of day recaps.
- Accurately transcribe information between order entry system and printed documentation to ensure expectations are met between Encore and its customers.
- Work hand-in-hand with Customer Service regarding any shipment exceptions, add ons, or revisions to customer orders without jeopardizing customer satisfaction or delaying outcomes.
- Facilitate teamwork and a positive atmosphere while working with peer clerks and other related departments. Ensure clarity and accuracy of information across shift hand offs and similar exchanges.
- Collaborate with Receiving, Repack, and Quality teams to identify the correct routing of inbound, repacked, or inspected goods to minimize touches and maximize warehouse capacity.
- Audit all paperwork once returned to the office by forklift drivers to ensure accuracy before turn in and systematic posting.
- Perform inventory location audits and real-time trailer loading audits within the warehousing environment. Be assertive and comfortable when positioned around forklifts and other industrial equipment.

- Look for opportunities to increase productivity and output beyond regular staging and shipping activities. Utilize a variety of tools and systems to identify consolidation, reselection, and similar warehouse use and capacity-focused opportunities.
- Cross train and provide back up to other warehouse clerk roles, including those of Receiving and Repack departments.
- Utilize phone, email, 2-way radio, and in-person dialogue to exchange information in a timely, professional, and accurate matter.
- Follow all departmental Standard Operating Procedures, Reference Guides, and company policies. Contribute to the design and development of additional resources.
- Ensure facility safety and security by following proper visitor procedures and performing end of day lock up.
- Perform other duties and special projects as needed and assigned.

Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Quarter, to Above & Beyond and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

MINIMUM REQUIREMENTS:

- 2-3 years previous shipping or receiving experience preferred
- Basic mathematic skills – frequent addition, subtraction, multiplication, and division
- Basic computer knowledge (Microsoft 365)
- Excellent verbal and written communications
- Models safe work practices
- Self-starter with strong time management
- Highly organized and detail oriented
- Reliable transportation
- Punctual with a strong attendance record
- Ability to multi-task and respond to changing priorities/manage stress
- Flexibility, able to work a variety of shifts ranging between the hours of 5AM and 5PM
- Physical stamina –This includes routine walking in a 300,000sf warehouse, standing, exposure to noise and temperature variations on a day-today basis.
- Able to lift up to 35lb
- Ability to work overtime and weekends when needed
- A sense of humor – we have fun!

Encore Glass is an equal opportunity employer. For more information, please visit our website at www.encoreglass.com.

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. The hourly salary range for this position is \$22.00-\$25.00 per hour.