



POSITION DESCRIPTION

POSITION TITLE	Specialist II - Receiving/Warehouse/Maintenance/Rooftop Delivery - Lawai
SALARY GRADE	3
JOB CODE	
STATUS: Non-Exempt	
REVISION DATE	1-13-2012

I. GENERAL JOB DESCRIPTION/PURPOSE:

The Specialist II-Receiving/Warehouse/Maintenance/Rooftop Delivery position supports the operations of the Lawai Branch in order to maintain accurate Inventory records by accurately receiving and shipping freight and ensuring safe transportation of freight from receiving to stocking to rooftop delivery of product. This individual is also responsible to ensure items are properly stocked and faced and to generate sales which meet or exceed targets, as well as, routine maintenance duties.

II. LEADERSHIP REQUIREMENTS (if applicable):

LR Code	Leadership Requirement
LR	<p>Think and behave in alignment with the Companys vision, mission, goals, objectives and Corporate Culture. Build and foster trust with employees, customers, vendors, and the community. Continuously evaluate results and improve the way HPM customers are serviced.</p> <p>Corporate Culture Core Purpose: Bring Enjoyment and Success to our Customers Core Values:</p> <ol style="list-style-type: none"> 1. Honesty, Integrity and Accountability: Assume full responsibility for our personal actions with our customers and each other and operate with integrity in all of our relationships. 2. Fairness and Respect for People: Treat our customers, our suppliers, and each other in the same way we would like to be treated, with respect fairness and dignity. 3. Continuous Self-Improvement: Continually seek to improve ourselves, our work and in the ways we service our customers. 4. Commitment to Excellence: Be satisfied with nothing short of excellence in everything we do.

III. ESSENTIAL FUNCTIONS:

EF Code	Essential Function
EF 1	<p>Customer Service Duties:</p> <ul style="list-style-type: none"> * Positively contribute to customers enjoyment and success by providing consistent superior customer service in the most efficient manner possible. * Address multiple customers as necessary. * Determine customers needs. * Locate and accurately pull merchandise for customers orders. * Answer customer inquiries. Fulfill customer requests. * Ensure customer complaints are acknowledged and addressed. * Thank all customers and invite them to return. Use appropriate closing statements at conclusion of any transaction. * Answer phone promptly and courteously within company three ring standard.
EF 2	<p>Rooftop Delivery Duties:</p> <ul style="list-style-type: none"> -Stock, carry and distribute roofing materials on roofs of varying inclines -Manually lift, carry, load and distribute roofing materials. This includes transfer onto conveyors and off pallets boomed to the roof top.

EF Code	Essential Function
	<ul style="list-style-type: none"> -Assist in securing the delivery load -Perform inventory of all the products before and after delivery -Assist in delivering materials on time
EF 3	<p>Receiving Responsibilities:</p> <ul style="list-style-type: none"> * Unload/Load incoming and outgoing transportation vehicles (Freight / Covered Wagon / Containers) * Accurately perform inventory check-in counts and properly complete receivers to ensure accurate inventory control * Properly identify and label merchandise for distribution * Verify all UPCs for accuracy * Complete Inventory and Receiver adjustments and turn into Inventory Control on a daily basis * Stage all merchandise in a safe and organized fashion in its designated area * Effectively communicate any and all discrepancies immediately to all involved (Sales person, shipper, vendor, delivery, etc.) * Perform Receiving Audits on a daily basis * Maintain 95% accuracy on all receivers * Stage cabinet and window merchandise for delivery. * As needed, loading and unloading of the Inter Branch trailers * Monthly Departmental Safety Audits * Checking in and receiving of all UPS/FED EX shipments * As needed, Submittal (daily) of Vehicle Inspection forms for assigned forklift
EF 4	<p>Warehousing/Lumberyard Duties:</p> <ul style="list-style-type: none"> * Review picking tickets as they are printed in the Will Call Area or assigned by the Order Fulfillment Coordinator and that a Will Call/Delivery tag is affixed. * Ensure all completed orders have been tagged correctly and stored in the proper locations (ie. Will Call shelf, delivery staging area, etc.) * Ensure all picking tickets have appropriate sign-offs and the order location is clearly indicated on the ticket. * Ensure all orders are double checked for accuracy and pulled on a timely basis. * Ensure credit returns are properly put back to stock within 24 hours of the credit being issued. * Properly stock inventory ensuring inventory is rotated on a first in first out basis * Constantly straighten, face, clean merchandise as required. * Perform cycle counts as required
EF 5	<p>Maintenance Duties</p> <p>Perform routine housekeeping duties, including:</p> <ul style="list-style-type: none"> * Cleans and maintains all areas of facility including but not limited to restrooms, offices and break rooms * Dust, mop, vacuum and wax floors as required * Collect rubbish of all facilities and parking areas and prepare for daily pick-up * Maintain and supply restroom facilities * Maintain inside and outside appearance of facility including maintenance of landscaping.
EF 6	<p>Other Duties:</p> <ul style="list-style-type: none"> * Achieve assigned financial and operational goals * Comply with company policies (safety, personnel and operation) and applicable laws and regulations * Ensure all merchandise/equipment maintained in a safe and organized manner. * Maintain clean and organized work environment.
EF 7	<ul style="list-style-type: none"> * Demonstrate compliance with HPM Risk Management policies and processes. * Recognize health & safety hazards and immediately report any policy violation, unsafe condition, unsafe act, accident, or illness to your supervisor, Branch Safety Council member(s), or the Corporate Safety Administrator. * Work in a safe manner to protect yourself, your co-workers, and others who may be affected by your actions. * Exercise prevention methods to minimize injury and/or loss. Suggest solutions to mitigate hazards.

IV. OTHER JOB FUNCTIONS:

1. Complies with all applicable training requirements.
2. Performs other duties as required.

V. WORKING CONDITIONS

- * Air-conditioned office environment
- * Various outdoor locations including warehouses, lumberyards, and construction/job sites (exposure to inclement weather)

VI. MINIMAL QUALIFICATIONS:

Knowledge

- * Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- * Knowledge of principles and processes for providing customer service. This includes customer needs assessment,

meeting quality standards for services, and evaluation of customer satisfaction.

* Knowledge of principles and methods for moving people or goods by sea or road, including the relative costs and benefits.

Skills and Abilities

*Proficiency in using computers

*Demonstrating proficiency in BisTrack access and Scan Receive procedures

*Talking to others to convey information effectively and speaking clearly so others can understand.

*Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

*Reading and understanding information and ideas presented in writing.

*Concentrating on a task over a period of time without being distracted.

*Visual and Hearing ability, corrected to perform job functions

*Operating automated office and warehouse equipment, including forklifts.

*Ability to operate conveyor equipment

*Ability to work at significant heights (on rooftops)

*Demonstrating abilities that influence strength, endurance, flexibility, balance and coordination.

o Exerting muscle force repeatedly or continuously over time to lift, push, pull, or carry objects, involving muscular endurance and resistance to muscle fatigue.

o Lifting up to 75 pounds with absence of physical limitations

o Bending, stretching, twisting, or reaching with the body, arms, and/or legs.

o Quickly and repeatedly manipulating the controls of a machine or a vehicle to exact positions.

o Make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

o Coordinating body movements or the movement of a piece of equipment in anticipation of changes in the speed and/or direction of a moving object or scene.

o Demonstrating ability to judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.

*Demonstrating ability to match or detect differences between colors, including shades of color and brightness.

*Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

*Determining the kind of tools and equipment needed to do a job

Education and Certification Requirements

High School diploma or equivalent

Able to obtain and maintain forklift certification.

Experience

Two (2) years of related work experience or equivalent

VII. OUTPUT EXPECTATIONS

To be mutually agreed upon. See Employee Development Plan (EDP).

Disclaimer: This job description may not comprise all duties that may be required to be performed. Management has the right to change or delete information from job descriptions. The Company acknowledges its responsibility to provide reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of the position.