

Job Title: Shipping and Receiving Clerk I

Position Summary: Entry-level position with wide range of duties within the area of milk procurement, processing, and distribution.

Reports to: Director of Operations

Essential Duties and Responsibilities:

- Logs in milk and blood specimens following department policies. Careful attention to detail in sample handling, to maintain specimen integrity and labeling
- Organizes milk in appropriate freezers; rotates stock as necessary
- Records freezer and fridge temperatures daily
- Selects milk for dispensation
- Packs milk for shipping following department policies
- Strong knowledge of courier and shipping web services
- Customer-service oriented, able to answer phone calls regarding donation or dispensation.
- Consults with donors regarding supplies and milk shipments. Maintains confidentiality.
- Handles high volume of phone calls and emails.
- Performs courier duties when needed; this may include picking up milk deposits from donor homes, picking up or dropping off milk at hospitals, delivering orders to outpatients, or picking up supplies upon request.
- Cross-trains in other aspects of Operations to fill in as needed, including Processing Laboratory duties.
- Other duties as assigned.

Position requirements

- Education: High School degree required; some college preferred
- Valid driver's license
- Able to work Monday to Friday. Different shifts may be required, with notice.
- Customer support experience
- Strong phone contact handling skills and active listening
- Extremely detail-oriented
- Able to move quickly and accurately to fill orders of essential medical supplies for customers
- Works well in a stressful environment
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

Physical requirements

- Able to stand and move adeptly during entire course of day
- Able to lift up to 50 lbs
- Position may require contact with hazardous materials or biohazards

This position is hourly. The pay rate is \$12 to \$14/hour.

To apply, please send your resume to Rebecca Heinrich at rebecca.heinrich@rmchildren.org. No phone calls please.