

Distribution Center E-Commerce Clerk

Reports to: Distribution Center Manager

Classification: Non-Exempt / Hourly

JOB SUMMARY:

Is responsible for pulling merchandise from sales floor and shipping goods to customers.

ESSENTIAL FUNCTIONS:

1. Communicates with DC staff, Quincy Store staff & E-Commerce Merchandise Manager.
2. Prints orders, locates and pulls goods from store & distribution center.
3. Packages & ships goods to consumer.
4. Handles shipment returns and defectives.
5. Responsible for inventory and ordering all shipping supplies.
6. Communicates with USPS, FedEx & UPS as needed.
7. Weight lifting capacity up to 75 lbs. and operate a hydraulic pallet jack.
8. Must have excellent communication, spelling, grammar & customer service skills.
9. Must be able to handle customer phone calls, & emails by providing outstanding service through friendly, quick and accurate assistance.
10. Working some weekends and evenings as needed.
11. May be required to travel to other stores on occasion to retrieve merchandise for order fulfillment.
12. Previous experience with Horizon AS400, Magento website basics & Shipworks software.
13. If all duties have been completed for the E-Commerce department warehouse duties will be assigned.

RESPONSIBILITIES:

Completes special projects directed by the E-Commerce Merchandise & DC Managers. Additional responsibilities may be assigned at any given time.