

## **McFarlane Aviation Products**

### **Position Description: Shipping/Invoicing Representative**

We are a worldwide, world class shipping department with 30% of packages being exported. We currently ship 120+ packages per day and that is rapidly growing. Our facility offers a clean and temperature controlled working environment.

#### **General description of job:**

Meet daily customer demands by fulfilling orders on time and providing excellent service on shipping options for the customer. Pull, package, quote, quality check and invoice daily orders within time constraints keeping part traceability on lot numbers. Shipping Team responsibilities which include cross-training in claims, warehouse organization and supply maintenance. Perform various projects as they occur and as time permits: carrier late delivery reports, package bulk stock, reorganize parts shelves, physical counts, etc. Majority of job is standing and walking. This is not a complete job description.

#### **Duties, tasks and responsibilities:**

- Perform all shipping tasks required to create satisfied customers
- Perform all tasks in a timely and economical manner
- Look for efficiencies with organizing, materials, etc.
- Communicate with and support the Sales and Shipping Team, DMIR's/DAR
- Follow policies and procedures in the McFarlane Employee Manual, Quality Assurance Manual, Safety Manual, and shipping and sales procedures
- Perform customer service communications
- Balance along with closing out daily sales and credit card processing

#### **Hours and Reporting:**

- Reports directly to Shipping Supervisor
- This is a full time, Monday through Friday, 1<sup>st</sup> shift position with flexibility
- Applicant must have the flexibility of being able to work till 6:30pm two nights a week

#### **Requirements and skills needed for the job:**

- Writing, math and communication skills
- Ability to work effectively with a team
- Ability to manage small projects personally and work independently
- Ability to make decisions on box size and packaging with least cost to customer yet protects quality of parts
- Organizational skills
- Computer skills and Microsoft Office (Outlook email, Excel)
- Detail oriented with a quality mindset
- Ability to handle interruptions
- Ability to work and thrive within a specific deadline
- Ability to stand and walk for long periods, climb ladders, reach overhead and lift up to 30 to 50 lbs occasionally
- Basic bookkeeping/reconciliation knowledge

#### **Additional skills that are helpful but not required:**

- Experience in customer service and telephone or equivalent training
- An understanding of general aviation and aircraft systems
- Warehousing/parts storage or fulfillment experience
- Shipping experience with UPS, USPS, Fedex, DHL, LTL
- Export International shipping
- Experience with Sage Software Sage100, Starship

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## **McFarlane Aviation Products**

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- Forklift Experience
- Invoicing experience

**Summary description; other duties and responsibilities as required and needed that arise.** This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her leader or supervisor.