

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: WAREHOUSE LIAISON

BASIC FUNCTION:

Under the Supervisor – Warehousing Services, the Warehouse Liaison performs a variety of responsible administrative, clerical and warehouse operations duties to support the daily operations of the Warehouse Department; coordinates flow of communications and information for the administrator; prepares and maintains a variety of records and reports related to warehouse activities, including inventory control, package tracking, inputting and monitoring requisitions and purchase orders. Participates in routine or basic inventory receipt, storage, and retrieval.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs a variety of clerical and support duties to relieve the administrator of administrative and clerical detail and operational support activities for the warehouse; assists in assuring smooth and efficient office operations; coordinates flow of communications and information for the administrator; exercises independent judgment of routine actions not requiring immediate attention of the department supervisor.

Releases stores orders, creates pick tickets, fills pick tickets, creates distribution reports, picks, packs, labels and enters stores orders into the package tracking system; assists in maintaining stores inventory; assists with annual physical inventory and cycle counts; participates in the receipt, unpacking, and inspection of incoming packages; checks for conformity to purchase orders, packing slips, or damage.

Effectively uses word processing, database, and spreadsheet software application programs in the course of assigned duties; operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Assists callers and provides information seekers with guidance; ensures special requests are addressed; provides customer service related to warehouse operations; may serve as a technical resource to staff and outside customers regarding stores orders, receiving, work orders, and package tracking systems.

Assists in maintaining the department budget and special budgets as assigned; assists with monitoring expenditures; manages and maintains department supplies and orders as required.

Creates reports and manages data in the QCC stores inventory management system; inputs a variety of data into an assigned computer system; establishes and maintains automated records and files; initiates queries and generates various computerized lists and reports as requested; assures accuracy of input and output data; maintains and submits attendance records for substitute workers.

Arranges and schedules a variety of meetings; notifies participants, confirms dates and times, reserves meeting sites, and prepares materials needed at meetings; maintains an accurate and detailed calendar of events, due dates, and schedules and services to ensure tasks and activities occur as scheduled;

coordinates assigned office functions and provides information to other departments/units/vendors/customers as necessary.

Receives, opens and distributes incoming and outgoing mail; initiates and/or transmits interoffice memos, notices; serves as a backup in the delivery of mailroom services, which may include, receiving, sorting, batching, processing, and distributing incoming and outgoing mail, in the absence of the Postal Services Assistant.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office principles, techniques, and practices, and equipment of a warehouse operation.

Operations, procedures, policies, and protocols of the assigned work unit or program.

Windows computers, Motorola PDA's.

Inventory techniques and methods.

Proper electronic file management organization and techniques.

Proper telephone techniques.

Proper business letter formats, report writing, record keeping and filing systems.

Operation of a desktop computer, office and specialized software used in warehouse operations.

Mailroom terminology and processes.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Record-keeping and filing techniques.

Methods of collecting and organizing data and information.

Intermediate math and basic statistics.

ABILITY TO:

Use QCC, Laserfische, Package Tracking System Applications and Microsoft Applications to perform assigned functions.

Coordinate flow of communications and information for the administrator.

Assist in assuring smooth and efficient office operations.

Perform a variety of clerical accounting duties in support of assigned department or program.

Type or input data at an acceptable rate of speed.

Answer telephones and greet the public courteously.

Complete work with many interruptions.

Compile and verify data and prepare reports.

Maintain a variety of records, logs and files.

Utilize a computer to input data, maintain automated records and generate computerized reports.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Perform a variety of clerical/administrative assistant duties with speed and accuracy.

Understand and carry out a variety of oral and written instructions.

Perform mathematical calculations accurately.

Establish and maintain a variety of records and filing systems.

Prepare a variety of interoffice communications, correspondence, requisitions, forms, statistics, and reports of a routine or special nature.

Effectively use word-processing, database, and spreadsheet software application programs in the course of assigned duties.

Communicate effectively and tactfully in both oral and written form.

Work independently with minimal direction.

Establish and maintain cooperative relationships with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school, and two years of administrative/secretarial support experience. Experience in a warehouse or large-scale inventory management operation is preferred. Evidence of an Associate’s degree or greater, or college level coursework in English, or a subject matter related to the position, is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver’s license.

A safe driving record which meets the County Office of Education’s insurance requirements.

A forklift certification may be required.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Use hands and fingers to operate desktop computer keyboard or other office equipment.

Lifting, carrying, and/or pushing objects.

Reaching with hands and arms.

Stoop, kneel, or crouch to file.

Speak clearly and distinctly to answer telephones and provide information.

See to read fine print and operate computer.

Hear and understand voice over telephone and in person.

Approved by the Personnel Commission: August 17, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 08/17/2016