



Position Description

WAREHOUSE CLERK

DEFINITION

Performs a variety of tasks associated with warehouse duties including subscriber terminal maintenance, in house active line gear testing, ship and receive products, maintain inventory of all installation/construction supplies, maintain a clean warehouse, data entry of equipment, provide excellent customer service and public relations techniques while performing job duties, and other duties as assigned. This is a Fair Labor Standards Act (FLSA) non-exempt position.

SUPERVISION RECEIVED

Works under the immediate supervision of the Field Supervisor in the Cable Television Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Retrieve data information , stage, and troubleshoot digital set-top boxes for deployment and returns.

Maintain inventory lists on a variety of digital set-top boxes, cable modems, multimedia media adapters (MTA), and all miscellaneous installation/construction parts; advise supervisor of schedule to order equipment for replacement or stock.

Retrieve data from returned set-top boxes while adhering to the 30-day window to gather information and billing history prior to billing the customer for Pay per View (PPV) and Voice on Demand (VOD) events.

Factory reset all set-top boxes that are returned from the field after PPV and VOD data has been retrieved.

Provide customer education on cable television set-top boxes and other related devices.

Test returned modems, set-top boxes and remotes, from the field prior to re-deployment.

Ship and receive product including but not limited to tracking of all incoming equipment and ensuring all purchase orders are received prior to payment.

Maintain shipping and tracking records on all outgoing equipment for repair and verification of equipment warranties.

Monitor inventory levels and submit order request at designated order points.

Maintain a clean, safe, and secure warehouse.

Develop, maintain and submit a variety of reports periodically or on an as needed basis.

Complete work orders and related documentation to determine nature of order and work required.

Insure the proper maintenance of equipment and tools by cleaning and checking equipment and tools after use.

Operate a forklift and other material handling equipment.

Perform routine inspection and preventive maintenance on assigned equipment and refer defects or needed repairs to supervisor.

Adhere to departmental safety and security standards.

Perform other duties as assigned.

PERIPHERAL DUTIES

May be required to provide customer service support on an as needed basis.

MINIMUM QUALIFICATIONS

Knowledge of:

Internet, word processing, spreadsheet applications, and inventory management systems.

Ability to:

Maintain accurate records, and make arithmetic calculations; perform complex and routine inventory maintenance work with speed and accuracy; perform heavy manual tasks for extended periods of time; obtain and maintain forklift certification; safely operate a forklift; work standing upright for extended periods of time; work safely; communicate effectively both verbally and in writing; work effectively with employees, other departments and the public; understand and carry out written and oral instructions.

EDUCATION AND EXPERIENCE:

Graduation from high school or equivalent, and one year of responsible inventory management and control experience including the use of automated inventory systems, and personal computer programs for spreadsheets, databases, and word processing.

SPECIAL REQUIREMENTS

Possession of, or ability to obtain and maintain, a valid California Driver's License.
Possession of forklift certification within the probationary period.

TOOLS AND EQUIPMENT USED

Personal computers including word processing and spreadsheet software, motorized vehicles and equipment including forklift, common hand and power tools, wrenches, desktop and laptop computers, electronic test equipment, electro-mechanical equipment, mobile radio, and telephone.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand and talk and hear. The employee is frequently required to walk, sit, climb or balance, stoop, kneel, crouch, and smell.

The employee must lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, especially as it relates to visual acuity sufficient to distinguish full-color spectrum and minute details on monitors and test equipment. The employee must possess a level of hearing sufficient to troubleshoot audio problems.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works near moving mechanical parts and is frequently exposed to wet and/or humid and/or dusty and damp conditions and vibration. The employee occasionally works in enclosed and confined

areas. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is moderate in the office setting and variable in the field.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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