



JOB INFORMATION

Job Code:	155018
Job Title:	Lead Warehouse Associate
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Special Equipment/Material Handling
Job Family Group:	Administrative Support
Management Level:	7 Individual Contributor

JOB SUMMARY

Loads and unloads merchandise and equipment. Inspects and logs shipments, recording any damaged and/or missing pieces. Sorts and moves merchandise to assigned locations. Manages receiving documentation and invoices in appropriate databases. Verifies and prices merchandise. Stocks shelves, fulfilling transfer requests and retagging merchandise as necessary. Performs cycle counts and inventory count verifications as requested. Operates and maintains department equipment and vehicles.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 years	And
	X	1 year	in a leadership position.

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Organizational and time management skills.
X		Excellent attention to detail.
X		Customer service experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven computer skills with proficiency in appropriate software (e.g., Microsoft Office suite).
X		Ability to safely operate various machinery and equipment (e.g., forklift, pallet jacks).
X		Excellent written and oral communication skills.
X		Proficient with 10-key entry.
X		Ability to maintain confidentiality.
X		Team-player attitude.
	X	Experience working with high-performing teams in a warehouse environment.
	X	Proven leadership ability.
	X	Fluent in one or more language in addition to English (e.g., Spanish, Korean).

Licenses

Req	Pref	License(s)
X		Valid California driver's license (with good driving record).

Other Job Factors

- Must be able to work a flexible schedule, including some nights and/or weekends.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Responsible for the overall daily work arrangements for merchandise receiving, processing received purchase orders, overseeing deliveries and pickups to stores, fulfilling online orders, and processing transfers. Scans, sorts and shelves materials according to predetermined distribution protocols. Operates department vehicles and equipment (e.g., forklifts, delivery vans) to facilitate deliveries and other warehouse activities.				
Logs all incoming shipments in assigned inventory system (e.g., NetSuite) and submits to appropriate senior leadership. Properly records all invoice/packing list data and any missing and/or damaged pieces. Conducts regular inventory counts and audits.				
Performs various administrative tasks, as assigned. Answers incoming phone calls and responds to emails. Opens and routes incoming mail. Performs data entry and maintains department documentation in appropriate filing systems. Maintains department equipment in working order.				
Assists with supervision of warehouse staff. Leads assigned distribution tasks and projects. Assists with scheduling warehouse staff. Oversees opening and closing of the department.				
Coordinates with vendors and buyers to resolve receiving issues. Communicates with internal and external stakeholders regarding deliveries (e.g., shipment irregularities, delays). Reports regularly to senior leadership. Recommends changes in procedures as needed to ensure best shipping and receiving practices.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue

Other Requirements			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.