



DCL Mooring and Rigging Job Description

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other duties as may be required by their supervisor.

Position: Shipping & Receiving Coordinator
Department: Operations

Reports To: Operations Manager
Status: Fulltime, Non-exempt

Position and Company Overview: Product and industry knowledge, responsiveness, customer care and energy within DCL's team has been a cornerstone in DCL's successful history of consistently exceeding customer requirements. DCL requires active involvement with its customers and suppliers. Knowledgeable and trained operations personnel are critical to DCL's success and its future. DCL's high standard of producing quality product and meeting the expectations of our customers reinforces our high customer retention rates and has placed DCL in favorable positions to secure business and broaden its customer base.

Primary Objective:

Manage the processes, personnel and equipment necessary to ensure DCL's customer orders are organized and accurately prepared, customer deliveries are on-time, inbound product and material are received and warehoused in a timely, safe and effective manner and DCL's Shipping/Receiving office is professional, organized and clean.

Major Areas of Accountability:

- Align with the company purpose, culture and vision.
- Gather and organize customer orders for delivery on DCL and/or third party trucks.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, co-workers, suppliers and management.
- Manage the documentation, data entry, and paper flow between sales, operations and the customer in an accurate and timely manner to ensure the status of inbound and outbound product is communicated effectively and timely.
- Process and organize all aspects of incoming and outgoing shipping and receiving paperwork, ensuring customer orders are accurate and complete prior to shipping.
- Receive inbound product as it arrives including verifying counts, appropriately tagging product and ensure material is relocated.
- Assist with logistics scheduling: schedule the routing and manage the loading of company delivery trucks and drivers to meet company, customer and supplier delivery and pick-up requirements.
- Responsible for maintaining an organized, efficient and professional work environment that reflects our safety standards. Continuously ensure the shipping/receiving office is orderly and clean in order to maintain a safe and productive work environment.
- Order supplies as requested for operations.
- Assist the Accounting Department with freight bill discrepancies.
- Respond promptly and effectively to company personnel, customer and supplier inquiries.
- Serve as an interface between sales, operations, company personnel and vendors to support product delivery and ensure customer and employee satisfaction.
- Work on special projects for the Operations Manager and the management team as necessary.

*All controlled documents are located in the QISS system. If a controlled document is printed, it should have a **Watermark** showing validity. Please always check the QISS system to ensure current revision is being used.*

Position Qualifications:

- High School Diploma, experience in a shipping/receiving capacity. Shipping, receiving, operations or related industry field experience is preferred.
- Possess the ability to communicate effectively, both orally and written, and deal tactfully with personnel, vendors, customers, and the general public.
- Experience and skills in computer usage and technology, including but not limited to Microsoft Word, Excel, Outlook and Internet Explorer.
- Excellent time management and organizational skills.
- Ability to multi task and handle multiple projects while paying close attention to detail.
- Capable of working with a high degree of personal discipline, drive and professionalism.
- Positive attitude, strong reasoning ability, decisive and assertive.
- Leadership and interpersonal skills and qualities.
- Display moral integrity and a desire to continuously learn and grow.
- Ability to work within a team environment, take directions, learn and coach.
- Pass background check and drug testing before and during employment, with no disqualifications.
- Trained & qualified forklift operation.

Physical Requirements:

- Sit frequently, stand and walk frequently.
- Push, pull and reach above shoulders frequently. Squat, crouch, bend and kneel frequently.
- Occasionally lift up to 25 lbs., frequently lift up to 10 lbs.
- Use hands for simple and firm grasping and fine manipulation

DCL Mission:

To provide the most safe, effective and economical lifts and connections to marine and industrial customers.

DCL Operating Principles:

1. Safety of life, limb and property is never compromised and is our first priority.
2. Our products and services are made right, the first time.
3. We respect people, equipment and property at all times.
4. Customer service drives all of our actions and is the most important part of our business.

DCL Quality Policy:

- a. Understand our customer's requirements
- b. Meet those requirements each and every time and
- c. Continuously improve our processes

DCL Value Proposition:

Why customers choose to do business with DCL – DCL Mooring & Rigging provides turnkey solutions for all your mooring, lifting, and testing needs supported by a deadline-focused sales and service team whose product knowledge, engineering expertise, flexibility, and attention to detail are best in class.

As a DCL employee, I will conduct myself to reflect the company's mission and values.

I have read the above job description and understand that this is not an exhaustive list of the duties and responsibilities assigned to this position. I have had the opportunity to ask questions about anything in this description I do not understand. I am able to complete these job responsibilities with or without reasonable accommodation. I agree to a pre-employment physical, drug test and criminal background check and understand my job offer is contingent on the results. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these duties.

Signature: _____ Date: _____

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